

EPA United States Environmental Protection Agency Washington, DC 20460 Work Assignment						Work Assignment Number 4-06				
						<input type="checkbox"/> Other <input type="checkbox"/> Amendment Number:				
Contract Number EP-C-16-003			Contract Period 07/01/2016 To 06/30/2021 Base Option Period Number 4			Title of Work Assignment/SF Site Name Permit Writers' Course				
Contractor EASTERN RESEARCH GROUP, INC.					Specify Section and paragraph of Contract SOW See PWS					
Purpose: <input checked="" type="checkbox"/> Work Assignment <input type="checkbox"/> Work Assignment Close-Out <input type="checkbox"/> Work Assignment Amendment <input type="checkbox"/> Incremental Funding <input type="checkbox"/> Work Plan Approval						Period of Performance From 07/01/2020 To 06/30/2021				
Comments: Work shall not start and cost cannot incur until July 1, 2020. On July 1, 2020, and in accordance with clause B.2 of the contract, immediate start is hereby approved for this work assignment. If the work plan is not approved within 30 calendar days after receipt of the work plan, the contractor shall stop work.										
<input type="checkbox"/> Superfund Accounting and Appropriations Data <input checked="" type="checkbox"/> Non-Superfund										
SFO <input type="checkbox"/> Note: To report additional accounting and appropriations date use EPA Form 1900-69A.										
Line	DCN (Max 6)	Budget/FY (Max 4)	Appropriation Code (Max 6)	Budget Org/Code (Max 7)	Program Element (Max 9)	Object Class (Max 4)	Amount (Dollars)	(Cents)	Site/Project (Max 8)	Cost Org/Code
1										
2										
3										
4										
5										
Authorized Work Assignment Ceiling										
Contract Period:		Cost/Fee:				LOE: 0				
07/01/2016 To 06/30/2021										
This Action:						1,592				
Total:						1,592				
Work Plan / Cost Estimate Approvals										
Contractor WP Dated:				Cost/Fee		LOE:				
Cumulative Approved:				Cost/Fee		LOE:				
Work Assignment Manager Name Nizanna Bathersfield						Branch/Mail Code:				
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						FAX Number:				
Other Agency Official Name						Branch/Mail Code:				
_____ (Signature) (Date)						Phone Number:				
						FAX Number:				
Contracting Official Name Camille W. Davis						Branch/Mail Code:				
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**PERFORMANCE WORK STATEMENT
CONTRACT EP-C-16-003
WORK ASSIGNMENT 4-06**

Title: Technical Support for Permit Writers' Training

Work Assignment Contracting Officer's Representative (WACOR):

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Period of Performance: July 1, 2020 through June 30, 2021

Estimated Level of Effort: 1592 hours

Background Information: The Water Permits Division (WPD), within the Office of Wastewater Management (OWM), is responsible for implementation and oversight of the National Pollutant Discharge Elimination System (NPDES) permit program. This program regulates point source discharges of pollutants to surface waters of the United States. Development and implementation of training, guidance and outreach/communication tools are an important part of its mission.

The objective of this work assignment is to provide technical support to WPD in its continued effort to develop and implement training, guidance, and outreach/communication activities, targeting NPDES permit writers and other key NPDES program stakeholders, such as regulated point source dischargers. Training support will include the continued development and

implementation of the NPDES Permit Writers' Course, as well as other training courses and training materials that promote effective and efficient implementation of the NPDES program.

Performance Work Statement: Contract Section 3.9

The administrative and technical tasks to be provided by the Contractor under this work assignment shall support management, technical and logistical tasks associated with developing training materials and delivering the NPDES Permit Writers' Training Course. The Contractor shall not be involved in Agency policy or decision making.

The Performance Work Statement establishes activities, described in the tasks below, to be conducted by the Contractor in EPA Fiscal Years (FY) 2020 and (FY)2021.

Task 1: Support for Developing and Implementing the NPDES Permit Writer's Training Course

A. The Contractor shall provide support for up to five 5-day NPDES permit writer courses within the period of performance. The Contractor shall provide technical and logistical support (see specific activities listed below) for developing and presenting these courses. Courses are typically limited to 50-60 participants. For planning and costing purposes, the Contractor shall assume the courses will be in the following cities; however, the specific dates and locations may be changed based on technical direction from the EPA WACOR:

- Orlando, Florida
- Albany, New York
- Washington, District of Columbia (including MD and VA suburbs)
- San Diego, California
- Chicago, Illinois

The Contractor shall support the EPA by conducting pre-course planning and administrative activities such as: course scheduling, including identifying and securing suitable meeting facilities; setting up and conducting registration activities; preparing and copying course handouts (including the course workbook); shipping course materials; and identifying and completing necessary revisions to course materials. The support activities shall be consistent with the project "standard operating procedures (SOPs)" developed under a previous WA (WA 0-06) under contract EP-C-16-003, which are attached to this document at Attachment 1.

For planning purposes, the Contractor should assume that state or Federal meeting space will be provided at no cost for all planned courses, except for the course planned for the Washington DC area. For the Washington DC course, the Contractor shall identify and secure a meeting space at a local hotel or other conference facility with reasonable accessibility to public transportation. Prior to entering into an agreement with the hotel or conference facility, the Contractor shall coordinate with the EPA WACOR to ensure that the rental of the meeting space is consistent with EPA policies regarding meeting space rental. The EPA WACOR will provide approval of

the meeting space selection through Technical Directive. (see “Requirements” below for additional conditions related to conferences and meetings)

The Contractor shall also conduct pre-course planning and administrative activities to support the EPA in preparing for up to two courses to be held in the latter half of calendar year (CY) 2021. The support will include activities such as: course scheduling, including identifying and securing suitable meeting facilities, and setting up and conducting registration activities.

B. The Contractor shall modify materials used in the presentation of the NPDES Permit Writer’s Course based on edits and information provided by the EPA WACOR. EPA estimates that materials will be revised four times during the period of performance and that revisions will be relatively minor (e.g., edits, corrections, minor updates). The NPDES Permit Writers’ Training Course materials consist of several components, including: presentation slides, an instructors’ manual, a student workbook, a student folder containing handouts and course exercises, and a student USB flash drive containing a collection of permitting reference documents. The Contractor shall compile, edit, and maintain all components of all course modules and the student workbook under the NPDES Permit Writers’ Training Course, including materials made available by WPD on the NPDES Permit Writers’ Course website. The Contractor shall make recommendations for the EPA WACOR’s review and approval for editing course materials and shall ensure consistency among all training course components to allow for effective maintenance of and revisions to all training course materials.

Deliverables:

1. Four revisions to NPDES Permit Writer’s Course Workbook and supporting course materials to incorporate changes identified by EPA. (within 15 days of request by EPA WACOR)

C. The Contractor shall provide up to two qualified instructors to conduct the NPDES Permit Writers’ Training Courses identified in Task 1.A. Instructors will utilize the materials and format provided in the NPDES Permit Writers’ Course SOPs. *See Attachment 1.* A resume presenting each proposed instructor’s knowledge and experience in the NPDES program and/or related experience that warrants consideration shall be provided with the work plan. The instructors selected by the Contractor and approved by EPA for a given course shall participate in two one-hour technical and logistical conference calls with the EPA WACOR and other EPA or state instructors to discuss and coordinate training needs for each course offering. The instructors selected by the Contractor shall also meet with the EPA WACOR and EPA training team staff to preview presentations and participate in practice sessions. EPA anticipates five half-day practice sessions during the period of performance.

D. Within 15-days following the completion of each course, the Contractor shall develop and provide to the EPA WACOR a summary report on the quality, usefulness, and presentation of the training based on comments provided by course participants as reported on a course evaluation form provided by the EPA WACOR. The Contractor shall distribute certificates of completion to course participants at the end of each workshop in-person, or via mail where necessary.

Deliverable: Summary of participant feedback and distribution of completion certificates within 15-days of course completion.

Task 2: Support for Evaluation and Development of Alternative Training Approaches and Remote Training Technologies

A. The Contractor shall evaluate alternative training technologies and approaches that could be used to supplement the existing in-person NPDES Permit Writers' Training Course described in Task 1. Currently, EPA has developed and supported a 13-part web-based training series as a supplement to the in-person course; however, the web-based training is not interactive and is not as comprehensive as the in-person course.

For this sub-task the contractor will evaluate use of interactive virtual training technologies that could be used to provide an effective training experience for NPDES permit writers. Upon receipt of Technical Direction to initiate this sub-task, the contractor shall within 10 days schedule a meeting (or conference call) with the EPA WACOR to discuss the scope and approach to conduct this evaluation.

Based on the scope and approach agreed to during the meeting the contractor shall conduct a technology evaluation and feasibility assessment. Evaluation factors should include, at a minimum: ability to deliver current training content; cost to implement, availability/accessibility (e.g., EPA Regions and state permitting agencies, public), and; interactivity (e.g., ability to facilitate training exercises, quiz questions, team structure).

The evaluation should also include a discussion of major challenges and the level of effort necessary to convert existing training materials to the identified technologies and the feasibility and ease of developing new and different training materials in the future.

Deliverable:

1. Meeting with EPA WACOR to discuss the scope and approach to conduct the technology evaluation (within 10 days of receipt of Technical Direction to initiate this sub-task)
2. Report identifying and evaluating the identified technologies including pros and cons of each identified approach. (within two (2) months following the meeting with the EPA WACOR.

B. The Contractor shall develop and provide draft recommendations for a comprehensive approach and strategy for providing both basic NPDES permit writer training (i.e., the content currently provided by the 5-day in-person course) as well as more advanced or specialized training for permit writers using in-person and remote training technologies and approaches. The draft approach and strategy should consider plans and timelines for the integration of multiple training approaches and technology platforms, where appropriate.

Within 10-days of receipt of Technical Direction to initiate this sub-task, the contractor will schedule a meeting (or conference call) with the EPA WACOR to discuss and brainstorm EPA's perceived future NPDES permit writer training needs in light of the training technologies and approaches evaluated in Sub-task 2.A. Following this meeting, the contractor will, within one (1) month, provide a draft strategy document outlining both short and long-term goals and recommendations for phased implementation of the most effective and efficient use of training approaches and technologies to deliver existing and future NPDES permit writer training.

Deliverable:

1. Meeting with EPA WACOR to discuss the scope and structure of an NPDES permit writer training strategy (within 10 days of receipt of Technical Direction to initiate this sub-task)
2. Draft strategy for using existing and identified training tools and technologies to facilitate short- and long-term NPDES permit writer training objectives (one (1) month following meeting with EPA WACOR)

C. The Contractor shall revise the existing web-based presentations developed for the NPDES Basic Permit Writer's Course under previous WAs based on edits provided by the EPA WACOR. The revisions include updates and corrections as requested by the EPA WACOR based on user comments. Approximately 10 changes are anticipated during this period of performance. The Contractor shall use the "Articulate Storyteller" software that was used to develop the presentations. The Contractor shall continue to maintain a spreadsheet file that compiles the name, affiliation, and completion date of students that submit this information through the web link following completion of the web-based training modules. The contractor will also investigate whether the existing process used to create and send a completion certificate to students that successfully complete individual modules, can be modified to provide a single completion certificate for students that have successfully completed the entire 13-part web-based training course. The specific revisions and changes necessary to the web-based materials will be determined at a planning meeting between the Contractor and EPA WACOR prior to commencement of any revisions.

Deliverable:

1. Modified versions of the existing web-based presentations (15 days after edits are provided by EPA WACOR).
2. Summary spreadsheet file of students that have completed the web-based training modules (final record provided to the EPA WACOR by June 30, 2021)

D. The Contractor shall modify existing training materials, including course exercises, to conform to the training approach(s) and technologies identified by the EPA WACOR. The scope of this sub-task will depend on the approaches identified in the training strategy developed in Sub-task 2. B. and will be further clarified through Technical Direction provided by the EPA WACOR. This task should not be costed at this time in the contractor work plan.

Deliverable:

1. TBD

RequirementsReporting

Reports shall be submitted in accordance with the reporting requirements of the contract. In addition, the Contractor shall maintain contact with the EPA WACOR to advise of progress and problems. All documents shall be delivered in MS Word as requested by the EPA WACOR. The Contractor shall notify the EPA WACOR immediately when expenditures of 75% and 90% of the work assignment LOE or funding (including pipeline costs) are reached.

The Contractor shall be prepared to submit for inspection copies of all work in progress any time as requested by the EPA WACOR. The Contractor shall not release information or comments on works performed under this work assignment without the WACOR's prior written authorization. Wherever practicable, all written materials submitted to EPA must be doubled-sided and on recycled paper. All electronic media submitted to the EPA WACOR shall be scanned for, and identified as, free from viruses.

The Contractor shall submit drafts and final products in hard copy as well as on the appropriate electronic media in a format compatible with Water Permits Division hardware.

Travel

This work assignment requires travel. Specifically, one or two contractor representatives will be required to travel to the 5-day NPDES courses in Orlando, Florida, Albany, New York, San Diego, California, Chicago, Illinois, or other course locations outside of the Washington D.C. area. Additionally, some local area travel may be necessary to attend the DC-area course, and to attend meetings with the EPA WACOR.

All out-of-town travel shall be approved in advance by the project officer and shall be in accordance with the contract.

Information Collection

All collection of information and data shall be in accordance with the Office of Water Quality Management Plan and OMB requirements under the Paperwork Reduction Act.

Conference/Meeting Guidelines and Limitations

The Contractor shall immediately alert the EPA WACOR to any anticipated event under the work assignment which may result in incurring an estimated \$20,000 or more cost, funded by EPA, specific to that event, meeting, training, etc. Those costs would include travel of both prime and consultant personnel, planning and facilitation costs, AV and rental of venue costs,

etc. The EPA WACOR will then prepare approval internal paperwork for the event and will advise the Contractor when appropriate signatures have been obtained. At that point, effort can proceed for the event. If the event is being sponsored by another EPA organization, the organization providing the planning is responsible for the approval.

Note: The Contractor shall notify the CO and EPA WACOR in writing when 75% of the authorized work assignment LOE/labor hours and cost have been expended.

Quality Assurance Statement

EPA requires that activities involve the collection, generation, evaluation, analysis or use of environmental data must be supported by an approved Quality Assurance Project Plan (QAPP) in place prior to the commencement of the work. A QAPP is not required for this work assignment.

Performance Requirements and Measurable Standards

This work assignment will be evaluated in accordance with the Quality Assurance Surveillance Plan in the contract award document.

Deliverable	Schedule
Task 1A (1). 5-Day Basic Permit Writers' Course – Orlando FL	August 2020 (TBD)
Task 1A(2). 5-Day Basic Permit Writers' Course – Albany NY	October/November 2020 (TBD)
Task 1A(3). 5-Day Basic Permit Writers' Course – Washington DC Area	December 2020/January 2021 (TBD)
Task 1A(4). 5-Day Basic Permit Writers' Course – San Diego, CA	February/March 2021 (TBD)
Task 1A(5). 5-Day Basic Permit Writers' Course – Chicago IL	April/May 2021 (TBD)
Task 1C. Revisions to course workbook and materials	15 days after receipt of comments from EPA WACOR

Deliverable	Schedule
Task 1D. Summary of participant feedback and distribution of completion certificates	15 days after the delivery of each course.
Task 2A(1) Meeting with EPA WACOR to discuss scope of technology assessment	Within 10 days of receipt of Technical Direction to initiate sub-task
Task 2A(2) Draft technology assessment report.	Within two (2) months following kickoff meeting with EPA WACOR
Task 2B(1) Meeting with EPA WACOR to discuss training strategy	Within 10 days of receipt of Technical Direction to initiate sub-task
Task 2B(2) Draft training strategy	Within one (1) month following kickoff meeting with EPA WACOR
Task 2C(1) Modified web-based training materials	Within 15 days of receipt of comments from EPA WACOR
Task 2C(2) Final spreadsheet file containing summary of students that completed web-based training modules	June 30, 2021
Task 2D New or revised training materials to support alternative training approaches	TBD

ATTACHMENT 1



EPA's NPDES Permit Writers' Course Standard Operating Procedures (SOPs) for Contractors Providing Logistical and Technical Support

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Section 1. Overview

The following standard operating procedures (SOPs) have been developed for contractor support for the Environmental Protection Agency's (EPA's) NPDES Permit Writers' Training Course.

The objective of the NPDES Permit Writers' Course (Course) is to provide the basic regulatory framework and technical considerations that support the development of wastewater discharge permits as required under the NPDES Permit Program. The Course is designed for new permit writers, highlighting the process of developing, issuing, and complying with NPDES permits. The Course is attended by staff from EPA, states, tribes, and territories interested in learning NPDES permitting procedures. When additional space within the Course exists, the course accepts additional participants from contractors and private industry. Approximately five courses are provided each year, although the number of courses is subject to available resources and may change based on annual priorities within EPA.

The Course is held over a 5-day period, and consists of a combination of lecture, case examples, and practical exercises that are geared to acquaint participants with the tools and resources available to assist them in writing NPDES permits.

Contractor support consists of logistical, technical, and material support. EPA identifies priority locations for the course based on state/territory/tribe requests and recent course history. Course locations and dates are finalized by EPA following the release of EPA's annual budget. Once the locations and dates have been finalized, contractor support begins by providing logistical support, in concert with state and EPA Regional staff, to ensure an appropriate venue is secured and hotels for participants are identified. Additionally, the contractor shall draft a course announcement and establish and manage online participant registration.

In addition to logistical support for the course venue and registration, the contractor shall ensure all course materials are generated, secured, and delivered to the venue in advance of training course. The contractor assists with the venue set up the first morning of the course, signs in participants, and provides electronic materials for the course presentation. Additionally, the contractor provides instructor support, presenting assigned course modules over the 5-day period.

Following the 5-day course, the contractor shall collect course evaluations from the participants. Additionally, the contractor shall repackage the remaining course materials, to be shipped and stored by the contractor until the next training course. Within a week of conclusion of the training course, the contractor shall summarize the course evaluations and provide the summary to EPA for review. Corrections and revisions to course material shall be made promptly and provided to EPA for review.

The following SOPs provide detailed instruction and checklists to assist in carrying out contractor responsibilities associated with the NPDES Permit Writers' Course. This document should be updated as necessary for accuracy and comprehension.

Section 2: Course Standard Operating Procedures

Course Identification/Selection

Timeline: Begins 6–9 months ahead of Course

4-5 Courses/Year, including Washington DC course

Activities (Responsible Party)

Advertise Course during EPA Monthly Branch Chiefs' call (EPA)

EPA holds follow-up discussions with EPA Region or individual states (EPA)

States may also request Course through EPA's training website (directed to contractor)

Contractor forwards requests received via website to EPA (Contractor)

Contractor forwards request received via email to EPA (Contractor)

Negotiation with state/EPA Region (EPA)

EPA Identifies host states/EPA Regions, dates, and locations (EPA)

Coordination with Host (state or EPA Region)

Timeline: Begins 3-6 months ahead of Course

Activities (Responsible Party)

States/EPA Regions identify and secure meeting space (*except for Washington DC course) (Host)

Contractor shall identify and secure meeting space for Washington DC course, typically held in November/December (Contractor)

EPA provides contractor with Course host contact (EPA)

Contractor works with hosts to ensure minimum requirements specified in Section III.B.1 of these SOPs are considered for the venue (Contractor)

Set up Course

Timeline: Begins 3–4 months ahead of Course

Activities (Responsible Party)

Specify requirements for venue (Contractor)

At least 50 students in a 10-team setup, 5 participants per team (round or rectangular tables)

Extra tables for instructors, registration, and materials (provide example Course Floor Plans in Section 5 of these SOPs)

Audio/Visual equipment to be provided by host: Projector, screen, laptop (sometimes provided), microphone, flip chart or white board

Secure hotel room block (Optional - Host)

Identify location—specific details (Host)

Meeting location

Hotels near meeting location

Nearby restaurants (optional)

Transportation requirements (is a car necessary, public transit availability)

Identify if special events are occurring at the same time as Course
Special considerations to gain entry to venue (if applicable)

Course Announcement and Initial Registration

Timeline: A minimum of 2–3 months ahead of Course

Activities (Responsible Party)

Draft Course Announcement – based on template (Contractor)

Meeting Dates, Location, Times

List of Hotels

Transportation options

Link to Online Registration (on Eventbrite)

Online Registration – using EPA's Eventbrite Account (Contractor)

Setup event size (# of participants based on capacity of venue)

Contractor to identify a Course contact person to be posted with the announcement on EPA's website

Contractor to respond to individual requests and notify of Course Announcement, availability

Send EPA the Draft Announcement and Eventbrite Registration info for EPA to post online (EPA's website, on multiple training pages where the link will be posted)

EPA notifies Branch Chiefs and Regional Senior Permit Writers of availability of the Course Announcement and link to registration site

Registration

Registrants signing up after the maximum capacity is reached are automatically placed on a waiting list

Registrants receive a confirmation email notice directing them not to make non-refundable travel arrangements until they are confirmed

Confirmation email notice to Registrants

Confirmation is sent out approximately 6 weeks prior to the Course (Contractor)

If registration begins to fill up, or reaches capacity, notify EPA to decide on who receives Confirmation (Contractor)

EPA prioritizes registrants based on affiliation/organization, with priority to state and EPA regulators

Categorize registrants by affiliation/organization type and provide to EPA

Eventbrite registration captures registrants' affiliations

Color code registrants by affiliation/organization type

Send additional confirmation to confirmed registrants to confirm they are attending the Course [reduces # of no-shows]. (Contractor, 1 week ahead of Course)

(7) Backfill Course slots for no-shows from waiting list

(a) Email to confirm availability of participant based on EPA prioritization

(b) Send confirmation email to participants with availability to backfill Course slots

Course Instructors—Preparation

Timeline: 6-8 weeks ahead of Course

Activities

Initial logistics call to construct Instructors' Matrix (EPA, Contractor)

Typically 2 EPA Instructors, 1 Contractor Instructor

13 Modules comprise the Course

Course Materials—Preparation, Production

Timeline: At least 1 month ahead of Course

Materials and Activities (Responsible Party)**USB of Reference Materials (Contractor)**

Purchase USBs (100-150/purchase. EPA logo, 2 to 8 GB)

Transfer Course materials to USB drives

Ensure transfer of materials to USB occurs on a virus free computer

Reference list for USB materials (part of Participants' Folder)

CFRs (Contractor + EPA)

Download latest version of CFRs (40 CFR parts 122, 123, 124, 125, and 133)

Magnify to fit full-size page

Convert to PDF

Contractor provides PDF file to EPA

EPA's print shop will produce ~1 month in advance, deliver to Contractor

Workbook (Contractor)

Revised for every Course

Print extra copies, one copy is for Instructors' use to mark up during the Course for revisions, updates

Participants' Folders (Contractor)

Folder Cover Insert

Agenda (green)

Course Evaluation Sheet (yellow)

Individual NPDES Permitting Process Flow Chart (white)

List of Acronyms from NPDES Permit Writers' Manual (white)

Reference materials list (contents of USB drive)—changes as new material is added (white)

Information Sources Websites (white)

Formula Sheet (orange)

Rules for Significant Figures (pink)

Permit Writing Exercise

Students' Exercise (white)

Application (white)

Permit File (white)

Effluent Limitation Guidelines (white)

Water Quality Standards (white)

Solutions—blue paper

Provided to students at the end of the Course

Produce 5–6 extra Participants' Folders

Team Materials [to be shipped in Instructors' Folder within Crate]

Team Names (based on water bodies in the state of course location)

Assign participants to teams, as diverse as possible-separating affiliations

Produce Table Tent Cards (team name on both sides, color-coded)

Produce Name Tags (color-coded to Team Assignment)

Purchase Name Tag Holders

Participants' Registration Index Cards

Print Preliminary List of Participants (Registrants' List): 3–4 copies

Print List of Team Names with Assigned participants and their assigned teams: 3–4 copies

Print Certificates of Completion

Signatures are .jpg files to insert

Purchase Cardstock for Certificates

Logistics/Specific Coordination

Identify Host Contact and Shipping Address

Ship Course Materials to Course Location—Schedule to arrive Thursday/Friday before Course start

Ship Materials (see Section 3, Checklist C for full list of Course materials to be shipped):

CFRs

Participants' Folders

Workbooks

USB Drives

Crate (blue)

Instructors' Materials

Onsite Reference Materials for Instructors

Includes binder of currently-issued good example permits and fact sheets

Onsite Registration Materials

Office supplies (pens, scissors, stapler, markers, TAPE, return shipping labels, slide advancer/clicker, extra batteries)

Team Tent Cards

Name Tags and Holders

Registration Cards

Team List

Index Card Questions

Certifications of Completion

Prizes for winning team (dollar-store gift bags, NPDES sticker on gift bag, craft mugs with insert: "I'm an NPDES Superstar!")

Course Implementation (Onsite)

Room Setup

Instructors arrive on Sunday

Monday morning – breakfast together

Meeting room – 9:00am

Identify locational logistics (rest room, etc.), A/V staff onsite

Assess room configuration and set up participants' and instructors' tables

Unpack boxes

Set up materials on team tables, randomize table tent cards

Materials: Workbook→CFRs→Participants' Folder→USB

Load PowerPoint file onto computer and do a sound check.

Registration

Separate table

Check in registrants

Bundle of Name tag, Registration info card, Name tag holder

Verify registration contact info is accurate

If accurate, Instructor files index card

If info requires update, registrant immediately corrects info on index card, returns to Instructor

Daily Activities

Quiz questions

Hourly breaks

Relocate teams—Materials shuffle

Final Day

Jeopardy! on Final day

Awards to winning team

Certificates of Completion

Closing

Collect Course evaluation forms

Collect Name tag holders

Repackage Instructors' crate and extra materials and prepare for shipment

Course Deliverables

Timeline: Within 1 week of course completion

Activities

Course evaluation summary report (to be summarized consistent with Section 6 of these SOPs)

Final Participants' List

Revise Course material as necessary

Materials stored on SharePoint (EPA provides access)

Set up Folder for next course on SharePoint with revised materials

Section 3: Helpful Checklists

A. Course Setup

	Host Identified Location
	<i>-Holds at least 50 students</i>
	Host Provided Venue Details
	<i>-Location</i>
	<i>-Nearby Hotels</i>
	<i>-Nearby Restaurants</i>
	<i>-Transportation Requirements (public transit available or is a car necessary)</i>
	<i>-Special Events Occurring at Same Time as Course</i>
	<i>-Special Considerations to Gain Entry to Venue</i>
	Host Provided Equipment
	<i>-Projector</i>
	<i>-Screen</i>
	<i>-Laptop (sometimes provided)</i>
	<i>-Microphone</i>
	<i>-Flipchart or whiteboard</i>
	<i>-Tables (# of participants/5, instructor table, registration table)</i>
	Host Secures Hotel Block

B. Course Announcement/Registration

	Draft Announcement Using Template
	<i>-Meeting Dates, Location, Times</i>
	<i>-Preliminary Agenda</i>
	<i>-List of Hotels</i>
	<i>-Transportation Options</i>
	Link to Online Registration
	Generate Registration Using Eventbrite
	<i>-Size of Event</i>
	<i>-Identify Contractor Contact Personnel (to respond to Course inquiries)</i>
	<i>-Auto Email Setup (not to make non-refundable travel arrangements until they are confirmed)</i>
	Prioritize Registrants Based on Affiliation – Provide List to EPA for Input
	Confirmation Email to Participants (~6 weeks prior to Course)
	Additional Confirmation Email Asking Participants to Notify Contractor Contact if they Can Not Make Course (to reduce number of no-shows)
	Backfill Course Slots Based on Prioritization (email or call to confirm registrant can make Course)
	Email Confirmation to Participants with Availability to Backfill Course Slots

C. Course Materials – To arrive ahead of course

Electronic Version of Course Presentation
Electronic Jeopardy Game
USB of Reference Materials (course size + 5 extra)
Code of Federal Regulations (course size + 5 extra)
Workbook (course size + 5 extra)
Participants Folder (course size + 5 extra)
-Folder Cover Insert
-Agenda (green)
-Evaluation Form (yellow)
-Permit Development Flow Diagram (white)
-List of Acronyms (white)
-Information Sources Websites (Information Sources Websites) (white)
-Formula Sheet (orange)
-Rules for Significant Figures (pink)
-Permit Writing Exercise (white)
-Exercise Application (white)
-Exercise Effluent Limitation Guidelines (white)
-Exercise Water Quality Standards (white)
Permit Writing Exercise Solutions (blue)
Team Materials
-Table Tent Cards ([course size/5] + 1 extra)
-Name Tags (course size + ~5 extra)
-Name Card Holders (course size + ~5 extra)
-Certificates of Completion (one for each participant)
Instructors' Materials (to be placed in blue crates)
-Index Card Questions
-List of Team Names with Assigned Participants and Assigned Team (3-4 copies)
-Preliminary List of Participants and Registration Information (3-4 copies)
-Participants' Registration Index Cards (with extras)
-Name Tags
-Name Card Holders
-Truly Fabulous Prizes
-Reference Material Binder (good examples of permits and factsheets)
-Pens, Sharpies, and Highlighters
-Dry Erase Markers
-Scissors
-Stapler
-Post-its
-Extension cord
-Return Shipping Labels
-Slide Clicker
-Batteries for Slide Clicker
-Packing Tape (an abundant supply)
-Scotch Tape
-Copy of Course Material (Workbook, CFR, Folder, Permit Writing Exercise Solutions)

Section 4: Course Announcement Template

A draft announcement shall be provided to EPA 3 months prior to each course. Revise the course announcement template on the following pages as necessary for each course.

U.S. ENVIRONMENTAL PROTECTION AGENCY

NPDES PERMIT WRITERS' COURSE



City, State
Month XX–XX, 20XX

Course Location

State Department of Environmental Quality (SDEQ)
Street Address | Building/Room Number | City, State
https://www.tceq.texas.gov/about/directory/austin_offices_map.html

Course Description and Registration Information

The objective of this course is to provide the basic regulatory framework and technical considerations that support the development of wastewater discharge permits required under the National Pollutant Discharge Elimination System (NPDES) program. The course was designed for permit writers with about six months to two years of experience in the NPDES program, but experienced permit writers wanting a refresher course and other water program staff wanting to learn more about the NPDES program also are welcome.

As a foundational course, the training does not address in detail specialized topics such as industrial and municipal stormwater, concentrated animal feeding operations, and vessel discharges. For more information on these specialized topics, please visit EPA's NPDES Web site at www.epa.gov/npdes. A sample agenda for the course is attached to this announcement.

There is no cost for the course. Registration is available at:
U.S. EPA: NPDES Permit Writers' Course



For questions regarding the course materials, please contact Taylor Fontaine:
taylor.fontaine@pgenv.com or call directly at (703) 956-1977.

Course Schedule and Logistics

On-site check-in for confirmed registrants begins **Monday, Month Day, at 11:30 a.m.**, with the course beginning at **12:00 p.m.** The course concludes on **Friday, Month Day, at approximately 1:00 p.m.**

You will need a calculator for the practical exercises during the course.

A workbook, course folder, one manual, and a USB drive with references will be distributed at the course.



Hotel Information

The following hotels are approximately one half mile north of the SDEQ building:

Fairfield Inn and Suites (512) 821-0376
Courtyard by Marriott (512) 339- 8374
Hilton Garden Inn (512) 339-3626

Springhill Suites by Marriott (512) 833-8100
Residence Inn by Marriott (512) 977-0544

PLEASE NOTE: DO NOT MAKE NON-REFUNDABLE TRAVEL ARRANGEMENTS until you receive confirmation that your registration has been accepted.

NPDES PERMIT WRITERS' COURSE

SAMPLE AGENDA

Day 1: Monday

- 11:30 a.m. **Check-in and On-site Registration**
- 12:00 p.m. Introduction to the NPDES Permit Writers' Course
- 12:45 p.m. Module 1: Overview of the Clean Water Act
- 1:45 p.m. Module 2: Scope and Regulatory Framework of the NPDES Program
- 2:15 p.m. Module 3: NPDES Permit Types and Permitting Approaches
- 3:45 p.m. Module WT: Overview of Wastewater Treatment Processes
- 4:30 p.m. **Adjourn for the Day**

Day 2: Tuesday

- 8:30 a.m. Review Questions
- 8:45 a.m. Module 4: NPDES Permit Application Process
- 9:45 a.m. *NPDES Permit Writing Exercise—Part 1*
- 11:00 a.m. Module 5A: Overview of Technology-based Effluent Limitations
- 11:15 a.m. Module 5B: Secondary Treatment Standards for POTWs
- 12:00 p.m. **Lunch Break**
- 1:15 p.m. Review Questions
- 1:30 p.m. Module 5C: Effluent Limitations Guidelines and Standards for Non-POTWs
- 3:15 p.m. Module 5D: Case-by-Case Technology-based Effluent Limitations (TBELs)
- 3:45 p.m. *NPDES Permit Writing Exercise—Part 2*
- 4:30 p.m. **Adjourn for the Day**

Day 3: Wednesday

- 8:30 a.m. Review Questions
- 8:45 a.m. Module 6A: Overview of Water Quality-based Effluent Limitations (WQBELs)
- 9:00 a.m. Module 6B: Identifying the Applicable Water Quality Standards
- 10:30 a.m. *NPDES Permit Writing Exercise—Part 3, Step 1*
- 11:15 a.m. Module 6C: Characterizing the Effluent and Receiving Water
- 12:00 p.m. **Lunch Break**

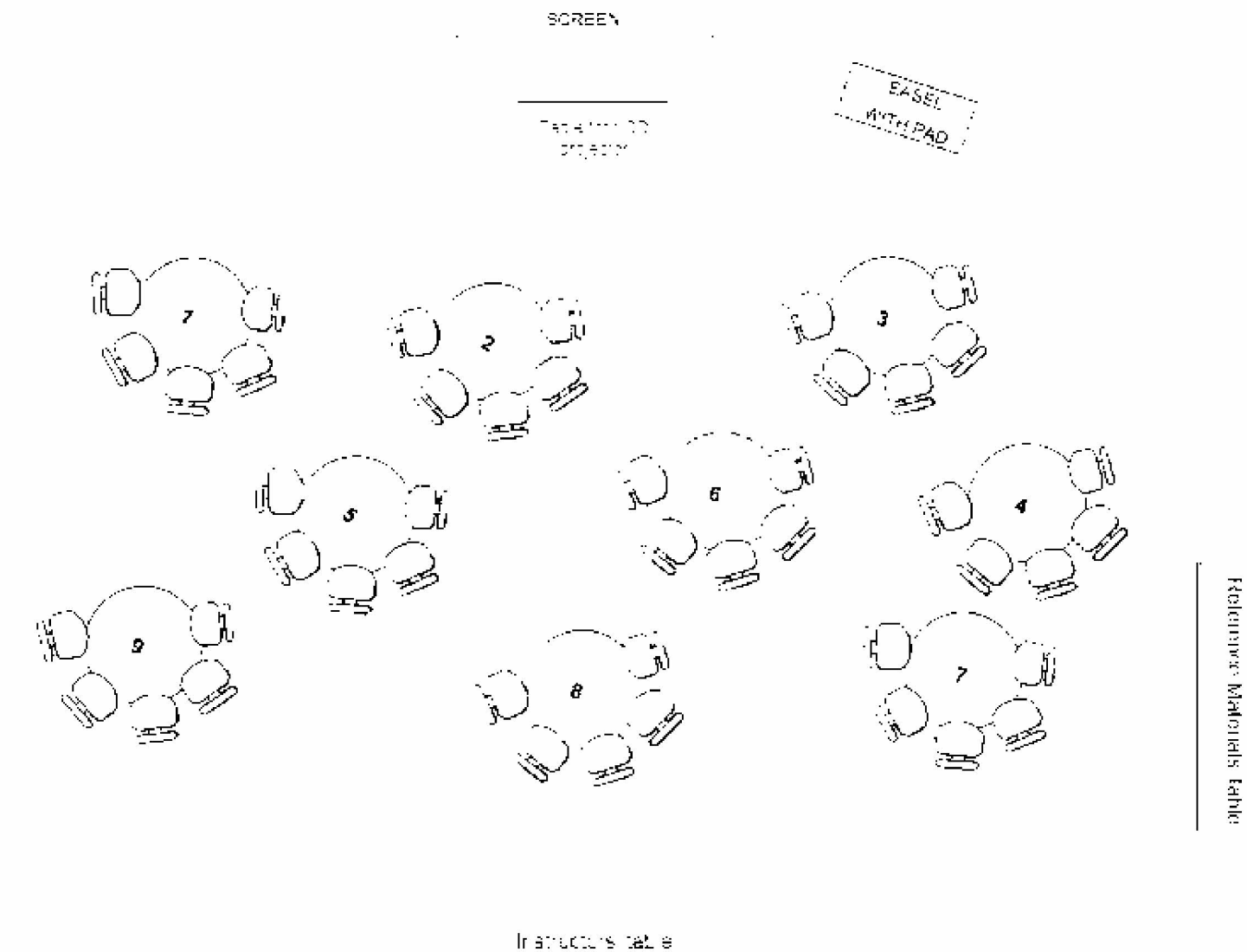
- 1:15 p.m. Review Questions
- 1:30 p.m. Module 6D: Determining the Need for Chemical-specific WQBELs
- 3:00 p.m. *NPDES Permit Writing Exercise—Part 3, Steps 2 and 3*
- 4:30 p.m. **Adjourn for the Day**

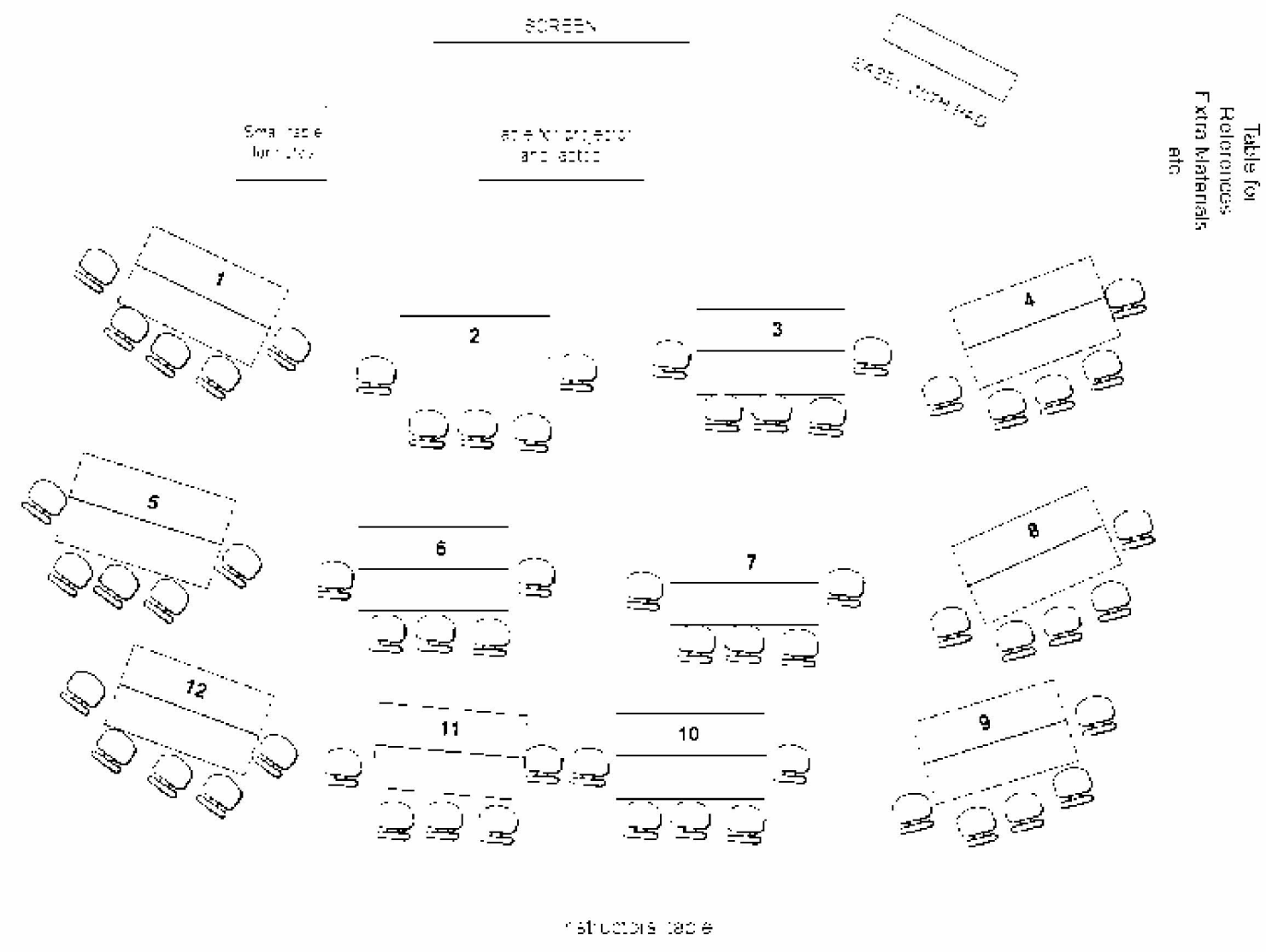
Day 4: Thursday

- 8:30 a.m. Review Questions
- 8:45 a.m. Module 6E: Calculating Chemical-specific WQBELs
- 9:45 a.m. *NPDES Permit Writing Exercise—Part 3, Step 4*
- 10:30 a.m. Module 7: Final Effluent Limitations
- 11:15 a.m. *NPDES Permit Writing Exercise—Part 4*
- 11:45 a.m. **Lunch Break**
- 1:00 p.m. Review Questions
- 1:15 p.m. Module 8: Monitoring and Reporting Requirements
- 2:00 p.m. *NPDES Permit Writing Exercise—Part 5*
- 2:45 p.m. Module 9A: Special Conditions
- 3:15 p.m. *NPDES Permit Writing Exercise—Part 6*
- 3:45 p.m. Module 9B: Special Conditions for Municipal Dischargers
- 4:30 p.m. **Adjourn for the Day**

Day 5: Friday

- 8:30 a.m. Review Questions
- 8:45 a.m. Module 10: Standard Conditions
- 9:30 a.m. Module 11: The Administrative Process
- 11:00 a.m. *NPDES Permit Writing Exercise—Part 7*
- 11:30 a.m. Course Review
- 12:30 p.m. **Adjourn**

Section 5: Course Floor Plan Examples**Example 1. Floor Plan with Round Tables**

Example 2. Floor Plan with Rectangular Tables

Section 6: Evaluation Summary Example

U.S. EPA NPDES PERMIT WRITERS' COURSE

PIERRE, SOUTH DAKOTA

SEPTEMBER 8 – 12, 2014

EVALUATION SUMMARY

The NPDES Permit Writers' Course held in Pierre, South Dakota had 31 participants in the course. The affiliations represented at the training course included:

- Arizona Department of Environmental Quality
- City of Twin Falls, Idaho
- Montana Department of Environmental Quality
- North Dakota Department of Health
- South Dakota Department of Environment and Natural Resources
- U.S. Environmental Protection Agency – Region 4
- U.S. Environmental Protection Agency – Region 5
- Washington State Department of Ecology
- Wisconsin Department of Natural Resources

Of the 31 participants, 24 completed all or part of the evaluation form. The target audience of the NPDES Permit Writers' Course is new employees and employees with less than two years of experience. The following shows the experience levels of the participants who completed this section of the evaluation.

- No experience – 3
- Less than 1 year – 9
- 1 – 2 years – 7
- 2 – 5 years – 2
- 5 – 10 years – 1

PRESENTATION EVALUATION

MODULE NUMBER	MODULE SUBJECT	EXCELLENT (5) – POOR (1)					
		5	4	3	2	1	Av g.
1	Overview of CWA and NPDES Program	29%	50%	21%	-	-	4.1
2	Scope and Regulatory Framework	30%	57%	13%	-	-	4.2
3	NPDES Permits: Types and Coverage	25%	54%	21%	-	-	4.0
4	NPDES Permit Application Process	25%	54%	21%	-	-	4.0
WT	Overview of Wastewater Treatment Processes	25%	46%	29%	-	-	4.0
5A	Overview of Technology-based Effluent Limitations	29%	46%	21%	4%	-	4.0
5B	Secondary Treatment Standards for POTWs	30%	48%	17%	4%	-	4.0
5C	Effluent Limitations Guidelines and Standards	35%	48%	13%	4%	-	4.1
5D	Case-by-Case Technology-based Effluent Limits	29%	42%	25%	4%	-	4.0
6A	Overview of Water Quality-based Effluent Limits	41%	54%	5%	-	-	4.4
6B	Identifying the Applicable Water Quality Standards	45%	45%	10%	-	-	4.4
6C	Characterizing the Effluent and the Receiving Water	59%	31%	5%	5%	-	4.5
6D	Determining the Need for Chemical-specific WQBELs	52%	44%	-	4%	-	4.4
6E	Developing Chemical-specific WQBELs	44%	43%	9%	4%	-	4.3
7	Final Effluent Limitations	39%	4%	17%	4%	-	4.1
8	Monitoring and Reporting Requirements	22%	61%	13%	4%	-	4.0
9A	Special Conditions	33%	42%	17%	8%	-	4.0
9B	Special Conditions for Municipal Dischargers	40%	39%	17%	4%	-	4.1
10	Standard Conditions	32%	45%	18%	5%	-	4.0
11	The Administrative Process	27%	55%	13%	5%	-	4.0
Exercise	Permit Writing Practical Exercise	53%	35%	12%	0%	-	4.4

NARRATIVE COMMENTS

1. Did the course meet your needs and expectations?

Yes – 20

No – 2

- Covered topics I wasn't sure about in the past.
- Good refresher of CWA.
- I am more focused on stormwater and discharge permits.
- Expected to learn the basics of permit writing. Could use more interaction and less slide reading.
- As a new employee I cannot imagine how inefficient it must be to learn all of this on the job. I feel like I am at a huge advantage because of this week.
- It was better than expected due to the welcoming from SD, the energy and personality of presenters, and the involvement of individuals.
- Didn't cover anything on CAFOs.
- Made permitting process clear.
- It exceeded my expectations. It was well organized. The breaks and exercises were adequately spaced. The material was repetitively discussed in the quizzes to provide reinforcement. The group structure is a great incentive.
- Good overview and logical step-by-step process of permitting. Every step and aspect of why we permit and how was well explored.
- Covered some questions I have had very well. Good basic info was well organized and well presented.
- Excellent presenters. You made a dry, technical course as interesting as it could be!
- This course provides a lot of information! It was helpful.
- I completed the web-based training prior to attending the workshop and this workshop helped to reinforce and add to the web-based training, as advertised.
- Gave me the confidence and the materials I need to write permits. I left the class feeling like I learned the material and can apply it. I don't have this reaction to most EPA-sponsored training classes.
- I really enjoyed the workshop. I felt like it laid a very solid foundation for writing individual permits.
- Example exercises immediately after the applicable modules were very useful.
- Workshop materials very useful.
- All aspects related to permit writer were covered.
- The first day would only be helpful for brand new people. Perhaps do that as a "pre-requisite."

- It was a little too basic.
- Yes—good mix of history, background, exploration, and application of the NPDES program/process.

2. Based on your level of experience, was the material presented at this workshop:

Too Basic – 2

Appropriate – 22

Too Advanced - 0

- Between too basic and appropriate. Calculations/exercises were good tools. Some of the PowerPoint material was too basic, but that is based on my experience [1 yr, 1 mo].
- Relatively new. Great pace and content.
- Good introduction to material of permit writing.
- Overall, the materials were presented well.
- Based on my experience with permit writing already [3 years], there could [have] been a little more. Maybe some specific case examples.
- With no experience (but an environmental engineering master's degree), I understand essentially everything and learned a great deal. (It really ties together everything I've learned in a very practical way – treatment, fate/transport, mixing, env. law, etc.)
- Some was too basic but only due to experience on the job.
- Course explained permitting challenges and process to develop/issue permits. Calculation examples were helpful in understanding material.
- After 2 months was able to follow and not feel overwhelmed, and could ask/understand more advanced questions.
- WQBEL —> end too fast for me. Other parts great. Day 5 was too much for me to follow... I recognize there was a lot of ground to cover... I will have to cover day 4 and 5 on my own.
- Great all-inclusive beginner course.
- The workshop helped to reinforce the knowledge of NPDES permits I already had, but also provided additional information and provided clarification on several topics.
- Some of the material was too basic (i.e., monitoring and reporting), but otherwise, it was appropriate.
- I thought at first it was too basic, but once we got into effluent limitations, it was exactly where I needed it to be to understand.
- However, not enough time was given to digest material prior to completing the exercises.
- Some team members were more advanced; therefore, the group exercises were not as productive for me.
- The material was easy to follow, but too much material presented in a short period.

- Workshop was designed to train a whole range of permit's writers from beginner to experienced.
- I would have been better off doing this 6-9 months ago but was a good way to make me more solid.
- Talk about documentation writing. We get lots of feedback over specific wording by EPA. I'd like more on that.
- I think it was about right for 1 year of experience, 10 (relatively simple) permits issued.

3. What additional topics should be covered during the course? What topics should be dropped or modified?

- Should modify slides to not contain too much information. My experience with learning regulations is best done through hands-on learning as you do.
- List more potential special conditions/requirements in reference to required intake monitoring for 316(b).
- Unsure.
- Since I am in the CAFO program in our state, a little more on that subject would have been more helpful.
- CAFOs should be added.
- It's difficult for me to know what should be added or dropped, having never written a permit before.
- Overlapping permit areas/issues.
- None.
- Topics were great.
- I would have liked to see more stormwater topics.
- Cover how to respond to comments.
- Modify amount of time spent on TBELs and non-POTWs as from the example, it was obvious I need to review this more thoroughly.
- Spend less time on monitoring\reporting.
- I wish there had been more information on general permits because that is primarily what I work with.
- Maybe some additional incorporation or mention of enforceability and what that means in writing a real life permit.
- Provide examples of permit provisions that are enforceable instead of a vague discussion of enforceability. (side-by-side?)

- The group exercises should be modified. I would like to work through at least one example in the class.
- Add P and N discharge requirements.
- Drop or modify overview of the CWA and the administrative process.
- Add biosolids.
- Drop 1st part and exemptions that few people, if any, will ever see or touch.
- Because modeling is so subjective, further coverage on that (for limit development) would have been good.
- Thank you for the extensive WQBEL material! I have been trying to understand that since a year ago. Keep the intense WQBEL day. It was so useful!

4. What changes could be made to course materials (e.g., workbook, manual, exercises) to make them more useful?

- More exercises. Some presentations could be shortened.
- The manual and workbook [are] put together well.
- Everything was well organized. Omit recommend changing anything.
- The exercises, in particular, are good learning points. Maybe include more interaction with those.
- They seem very complete and helpful.
- Maybe more of an overview of all the federal documents and their uses would be useful. (The numbers – i.e., §124.19, etc. – get a bit overwhelming.)
- None.
- Don't read word for word from the PowerPoint. I can do that myself, at home.
- More pictures/examples on PowerPoint modules.
- Good.
- The materials were very helpful – especially the CD with all the extras.
- It would have been nice to have more examples in the folders (already worked through so we have a reference).
- I'm not sure. The materials covered everything really well.
- Provide handouts with the question/answer of the review questions done in the mornings and after some of the modules.
- Course instructors were extremely knowledgeable and they kept the class interesting.
- I liked the review questions each day.
- Minimize lectures right after lunch and maybe do an exercise to prevent sleepiness.
- I think instead of teaching a wastewater treatment section, a couple hour field trip to a nearby POTW would be very useful. Or a field trip to a nearby industrial facility would be helpful when it comes to discussing different waste streams and internal monitoring.
- Identify which tables are used for WQBEL calculations. Show us where to find them, for example.

- Group exercise was not as useful. More time needed to digest material.
- I would provide more time to do the comprehensive exercises.
- Workbook is an excellent resource!
- Anti-deg in more detail.
- Language "writing style" training.
- I like that all the references are included.
- I like the materials- thanks!
- Maybe a paper copy of the TSD and Permit Writers Manual? (Keep Fed Ex in business, right?) It's good to know we can still request one from Dave.

5. What could the course instructors do to make the course more useful/interesting?

- More exercises.
- Not much.
- Nothing in my mind. One of the easier trainings to sit through.
- A short visit to an industrial discharger or a Q and A with a permittee would be interesting.
- More review questions. Perhaps after each break but that could be overkill.
- Could have been shorter by 2 days at least.
- More pictures on PowerPoint presentation.
- For the quizzes, go in order of the names on the board. It appeared some groups were asked questions more frequently than others or allowed to catch up to other groups.
- Not have it in Pierre, SD.
- No changes – it was great!
- Serve beer in the afternoons.
- At times it felt like the instructors were reading directly from slides. To make it more interesting try to provide additional information not directly written on slides.
- Not sure there is a lot to do to make PowerPoints and regulating interesting.
- Rethink the group exercises for students with no experience.
- Have one/two hours on lessons learned.
- Kate talks too fast and simply reads slides. We can read slides. All presenters- don't read slides.
- I like how it was broken up with lectures, questions, breaks, exercises. The jokes were pretty funny, too. Also, getting to experience all 3 instructors' teaching/lecturing styles.

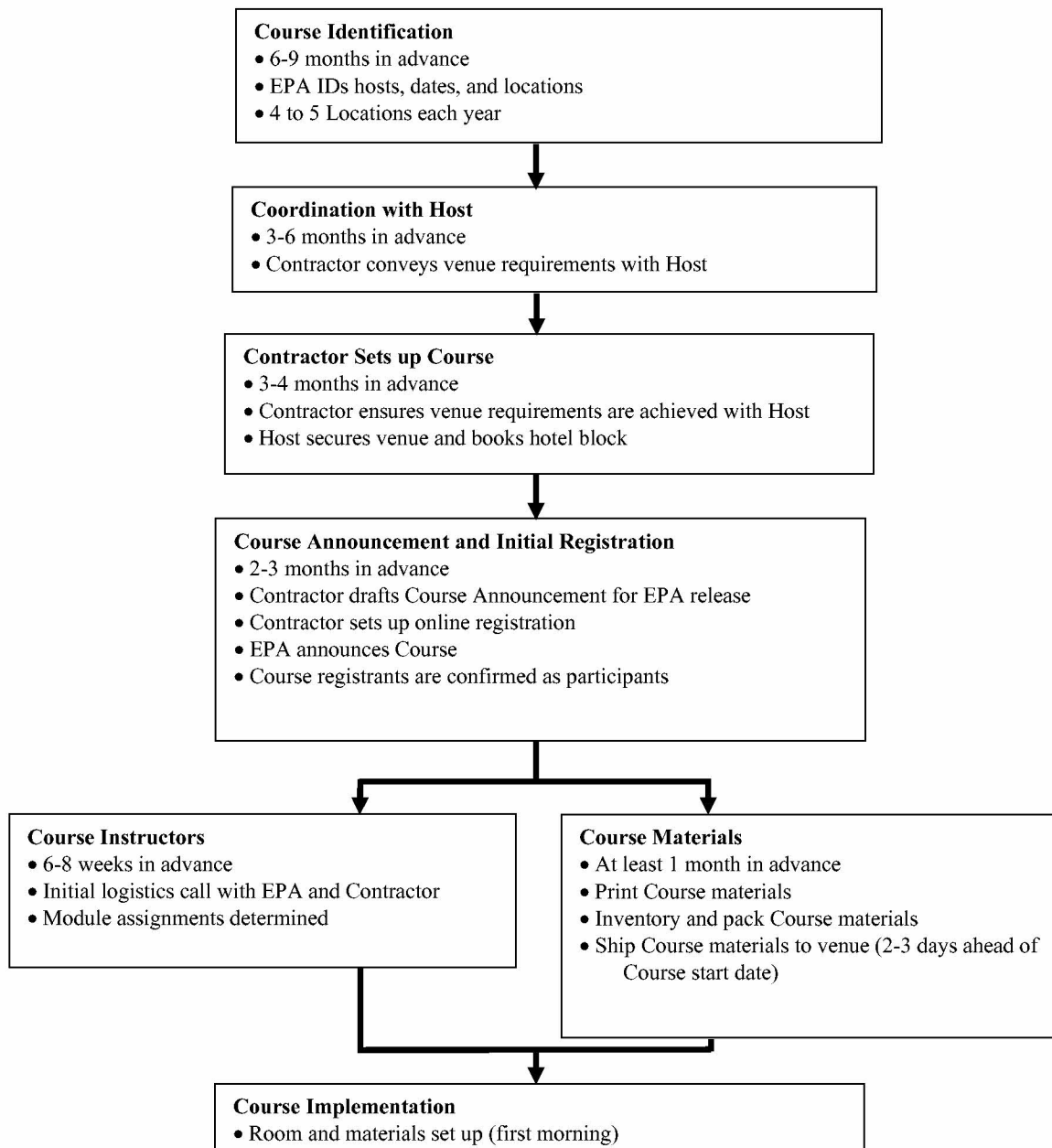
6. Please provide any additional comments or questions.

- An index of terms referenced on slides/course workbook would be great.
- Again, less slide by slide reading and more interaction and case by case examples.
- Coffee is great! Donuts were good. Very pleased to see half-and-half in addition to non-dairy creamer. Snacks were plentiful and generous.
- Review questions first thing in the morning are great idea.
- Kate seems to know her info but reads off the slides more often than other instructors. Possibly a function of lack of presentation experience. She is also a tiny bit fast.

NPDES Permit Writers' Course SOPs

- Thanks!
- Thank you!
- 1st day: Kate was very knowledgeable, but was providing info too fast to keep up with.
3rd day was better, more relaxed? Breathe, slow down and pause at end of sentences.
(Offered as constructive comments to maximize Kate's presentation.) Thanks.
- The instructors were all very helpful, knowledgeable, and friendly. So glad I took the course!
- I learned a lot, thank you! Great training.
- Class and materials organized very well.
- I would slow down a little bit during all of Modules 5 and 6.
- I would supplement the background information with more exercises.
- Have a 2.0 that goes deeper.
- This would be good for staff to go through at state level.
- I think the questions should be closed book. People reading answers is boring.

Section 7: Contractor Support Overview Flowchart



EPA United States Environmental Protection Agency Washington, DC 20460 Work Assignment		Work Assignment Number 4-06								
		<input type="checkbox"/> Other <input checked="" type="checkbox"/> Amendment Number: 000001								
Contract Number EP-C-16-003	Contract Period 07/01/2016 To 06/30/2021 Base Option Period Number 4	Title of Work Assignment/SF Site Name Permit Writers' Course								
Contractor EASTERN RESEARCH GROUP, INC.		Specify Section and paragraph of Contract SOW See PWS								
Purpose: <input type="checkbox"/> Work Assignment <input type="checkbox"/> Work Assignment Close-Out <input checked="" type="checkbox"/> Work Assignment Amendment <input type="checkbox"/> Incremental Funding <input type="checkbox"/> Work Plan Approval		Period of Performance From 07/01/2020 To 06/30/2021								
Comments: Amendment 1 removes Nizanna Bathersfield as the Work Assignment Contracting Officer (WACOR) and is replaced by Sean Ramach (Phone)202-564-2865 (Email)ramach.sean@epa.gov.										
<input type="checkbox"/> Superfund Accounting and Appropriations Data <input checked="" type="checkbox"/> Non-Superfund										
SFO <input type="checkbox"/> (Max 2) Note: To report additional accounting and appropriations date use EPA Form 1900-69A.										
Line	DCN (Max 6)	Budget/FY (Max 4)	Appropriation Code (Max 6)	Budget Org/Code (Max 7)	Program Element (Max 9)	Object Class (Max 4)	Amount (Dollars)	(Cents)	Site/Project (Max 8)	Cost Org/Code
1										
2										
3										
4										
5										
Authorized Work Assignment Ceiling										
Contract Period:		Cost/Fee:		LOE:						
07/01/2016 To 06/30/2021										
This Action:										
Total:										
Work Plan / Cost Estimate Approvals										
Contractor WP Dated:				Cost/Fee				LOE:		
Cumulative Approved:				Cost/Fee				LOE:		
Work Assignment Manager Name Sean Ramach <div style="display: flex; justify-content: space-between;"> <div>_____ (Signature)</div> <div>_____ (Date)</div> </div>							Branch/Mail Code:			
							Phone Number: 202-564-2865			
							FAX Number:			
Project Officer Name Tangela Cooper <div style="display: flex; justify-content: space-between;"> <div>_____ (Signature)</div> <div>_____ (Date)</div> </div>							Branch/Mail Code:			
							Phone Number: 202-566-0369			
							FAX Number:			
Other Agency Official Name <div style="display: flex; justify-content: space-between;"> <div>_____ (Signature)</div> <div>_____ (Date)</div> </div>							Branch/Mail Code:			
							Phone Number:			
							FAX Number:			
Contracting Official Name Camille W. Davis <div style="display: flex; justify-content: space-between;"> <div>_____ (Signature)</div> <div>_____ (Date)</div> </div>							Branch/Mail Code:			
							Phone Number: 513-487-2095			
							FAX Number: 513-487-2115			

PERFORMANCE WORK STATEMENT
CONTRACT EP-C-16-003
WORK ASSIGNMENT 4-06
Amendment 1

Title: Technical Support for Permit Writers' Training

Work Assignment Contracting Officer's Representative (WACOR):

Sean Ramach
Water Permits Division
Office of Wastewater Management
U.S. Environmental Protection Agency
Mail Code 4203M
Washington, D.C. 20004
202-564-2865
Ramach.sean@epa.gov

Alternate Work Assignment Contracting Officer's Representative (AWACOR):

Danielle Stephan
Water Permits Division Water Permits Division
Office of Wastewater Management
U.S. Environmental Protection Agency
Mail Code 4203M
Washington, D.C. 20004
202-564-0759
stephan.danielle@epa.gov

EPA United States Environmental Protection Agency Washington, DC 20460 Work Assignment						Work Assignment Number 4-06			
						<input type="checkbox"/> Other <input checked="" type="checkbox"/> Amendment Number: 000002			
Contract Number EP-C-16-003		Contract Period 07/01/2016 To 06/30/2021 Base Option Period Number 4		Title of Work Assignment/SF Site Name Permit Writers' Course					
Contractor EASTERN RESEARCH GROUP, INC.				Specify Section and paragraph of Contract SOW See PWS					
Purpose: <input type="checkbox"/> Work Assignment <input type="checkbox"/> Work Assignment Close-Out <input checked="" type="checkbox"/> Work Assignment Amendment <input type="checkbox"/> Incremental Funding <input type="checkbox"/> Work Plan Approval				Period of Performance From 07/01/2020 To 06/30/2021					
Comments:									
<input type="checkbox"/> Superfund Accounting and Appropriations Data <input checked="" type="checkbox"/> Non-Superfund									
SFO <input type="checkbox"/> (Max 2) Note: To report additional accounting and appropriations date use EPA Form 1900-69A.									
Line	DCN (Max 6)	Budget/FY (Max 4)	Appropriation Code (Max 6)	Budget Org/Code (Max 7)	Program Element (Max 9)	Object Class (Max 4)	Amount (Dollars) (Cents)	Site/Project (Max 8)	Cost Org/Code
1									
2									
3									
4									
5									
Authorized Work Assignment Ceiling									
Contract Period:		Cost/Fee:		LOE:					
07/01/2016 To 06/30/2021				0					
This Action:				2,160					
Total:				2,160					
Work Plan / Cost Estimate Approvals									
Contractor WP Dated:				Cost/Fee		LOE:			
Cumulative Approved:				Cost/Fee		LOE:			
Work Assignment Manager Name Sean Ramach <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> (Signature) (Date) </div>						Branch/Mail Code:			
						Phone Number: 202-564-2865			
						FAX Number:			
Project Officer Name Tangela Cooper <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> (Signature) (Date) </div>						Branch/Mail Code:			
						Phone Number: 202-566-0369			
						FAX Number:			
Other Agency Official Name <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> (Signature) (Date) </div>						Branch/Mail Code:			
						Phone Number:			
						FAX Number:			
Contracting Official Name Camille W. Davis <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> (Signature) (Date) </div>						Branch/Mail Code:			
						Phone Number: 513-487-2095			
						FAX Number: 513-487-2115			

**PERFORMANCE WORK STATEMENT
CONTRACT EP-C-16-003
WORK ASSIGNMENT 4-06
AMENDMENT 2**

Title: Technical Support for Permit Writers' Training

Work Assignment Contracting Officer's Representative (WACOR):

Sean Ramach
Water Permits Division
Office of Wastewater Management
U.S. Environmental Protection Agency
Mail Code 4203M
Washington, D.C. 20004
202-564-2865
ramach.sean@epa.gov

Alternate Work Assignment Contracting Officer's Representative (AWACOR):

Danielle Stephan
Water Permits Division Water Permits Division
Office of Wastewater Management
U.S. Environmental Protection Agency
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202-564-0759
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Period of Performance: July 1, 2020 through June 30, 2021

Estimated Level of Effort: 2160 hours

Background Information: The Water Permits Division (WPD), within the Office of Wastewater Management (OWM), is responsible for implementation and oversight of the National Pollutant Discharge Elimination System (NPDES) permit program. This program regulates point source discharges of pollutants to surface waters of the United States. Development and implementation of training, guidance and outreach/communication tools are an important part of its mission.

The objective of this work assignment is to provide technical support to WPD in its continued effort to develop and implement training, guidance, and outreach/communication activities, targeting NPDES permit writers and other key NPDES program stakeholders, such as regulated point source dischargers. Training support will include the continued development and

implementation of the NPDES Permit Writers' Course, as well as other training courses and training materials that promote effective and efficient implementation of the NPDES program.

This PWS represents a significant revision to the original 4-06 PWS with changes reflecting virtual courses, additional training development and tasks to support webinars and Permit Writer Manual Updates.

Performance Work Statement: Contract Section 3.9

The administrative and technical tasks to be provided by the Contractor under this work assignment shall support management, technical and logistical tasks associated with developing training materials and delivering NPDES training courses, primarily the NPDES Permit Writers' Training Course. The Contractor shall not be involved in Agency policy or decision making.

The Performance Work Statement establishes activities, described in the tasks below, to be conducted by the Contractor in EPA Fiscal Years (FY) 2020 and (FY)2021.

Task 0: Project Management

The Contractor shall develop a Work Plan that describes the technical approach that will be used to accomplish the specific tasks listed below.

The Contractor shall provide monthly progress reports as required by the contract.

Deliverables:

1. Work Plan describing planned activities
2. Monthly progress reports

Task 1: Support for Developing and Implementing the NPDES Permit Writer's Training Course

- A. The Contractor shall provide support for up to six NPDES permit writer courses within the period of performance. The Contractor shall provide technical and logistical support (see specific activities listed below) for developing and presenting these courses. Courses are typically limited to 50-60 participants. For planning and costing purposes, the Contractor shall assume the courses will be virtual courses due to travel restrictions in place due to COVID19 mitigation efforts.¹

¹ If travel restrictions are lifted, an amendment to this PWS may be processed to address conduct of in person courses in lieu of virtual courses.

The Contractor shall support the EPA by conducting pre-course planning and administrative activities such as: course scheduling; setting up and conducting registration activities; preparing and setting up virtual platforms for conduct of the course including sessions and electronic materials; preparing and copying course handouts; shipping course materials; and identifying and completing necessary revisions to course materials. The Contractor will prepare modified “standard operating procedures (SOPs)” for a virtual course based upon SOPs developed under a previous WA (WA 0-06) under contract EP-C-16-003, which are attached to this document at Attachment 1.

The Contractor shall also conduct pre-course planning and administrative activities to support the EPA in preparing for up to two courses to be held in the latter half of calendar year (CY) 2021. The support will include activities such as: course scheduling; setting up and conducting registration activities; preparing and setting up virtual platforms for conduct of the course including sessions and electronic materials; preparing and copying course handouts; and shipping course materials.

Deliverables:

- | | |
|---|--|
| 1. Virtual NPDES Permit Writers Course #1 | October/November 2020 |
| 2. Virtual NPDES Permit Writers Course #2 | October/November 2020 |
| 3. Virtual NPDES Permit Writers Course #3 | January/February 2021 |
| 4. Virtual NPDES Permit Writers Course #4 | January/February 2021 |
| 5. Virtual NPDES Permit Writers Course #5 | March/April 2021 |
| 6. Virtual NPDES Permit Writers Course #6 | May/June 2021 |
| 7. Preplanning for CY2021 Virtual Permit Writers Courses | May/June 2021 |
| 8. Modified SOPs for a virtual NPDES Permit Writer’s Course | within 30 days of receipt of Technical Direction to initiate this sub-task |

- B. The Contractor shall modify materials used in the presentation of the NPDES Permit Writer’s Course based on edits and information provided by the EPA WACOR. EPA estimates that materials will be revised four times during the period of performance and that revisions may include converting documents for use in virtual courses, improving image quality of electronic documents and making electronic documents 508 compliant for posting on websites. The NPDES Permit Writers’ Training Course materials consist of several components, including: presentation slides, an instructors’ manual, a student workbook, a student folder containing handouts and course exercises, and a student USB flash drive containing a collection of permitting reference documents. The Contractor shall compile, edit, and maintain all components of all course modules and the student workbook under the NPDES Permit Writers’ Training Course, including materials made available by WPD on the NPDES Permit Writers’ Course website. The Contractor shall make recommendations for the EPA WACOR’s review and approval for editing course materials and shall ensure consistency among all training course components to allow for effective maintenance of and revisions to all training course materials.

Deliverables:

1. Four revisions to NPDES Permit Writer's Course supporting course materials to incorporate changes identified by EPA. (within 15 days of request by EPA WACOR)
- C. The Contractor shall provide up to two qualified instructors to conduct the NPDES Permit Writers' Training Courses identified in Task 1.A. Instructors will utilize the materials and format provided in the virtual NPDES Permit Writers' Course SOPs once finalized. A resume presenting each proposed instructor's knowledge and experience in the NPDES program and/or related experience that warrants consideration shall be provided with the work plan. The instructors selected by the Contractor and approved by EPA for a given course shall participate in two one-hour technical and logistical conference calls with the EPA WACOR and other EPA or state instructors to discuss and coordinate training needs for each course offering. The instructors selected by the Contractor shall also meet with the EPA WACOR and EPA training team staff to preview presentations and participate in practice sessions. EPA anticipates six half-day practice sessions during the period of performance.
- D. Within 15-days following the completion of each course, the Contractor shall develop and provide to the EPA WACOR a summary report on the quality, usefulness, and presentation of the training based on comments provided by course participants as reported on a course evaluation form provided by the EPA WACOR. The Contractor shall distribute certificates of completion to course participants at the end of each workshop in-person, or via mail where necessary.

Deliverable:

1. Summary of participant feedback and distribution of completion certificates within 15 days of course completion.

Task 2: Support for Evaluation and Development of Alternative Training Approaches and Remote Training Technologies

- A. The Contractor shall evaluate alternative training technologies and approaches that could be used to supplement or replace the existing in-person NPDES Permit Writers' Training Course. Currently, EPA has developed and supported a 13-part web-based training series as a supplement to the in-person course; however, the web-based training is not interactive and is not as comprehensive as the in-person course.

For this sub-task the contractor will evaluate use of interactive virtual training technologies that could be used to provide an effective training experience for NPDES permit writers. Upon receipt of Technical Direction to initiate this sub-task, the contractor shall within 10 days schedule a meeting (or conference call) with the EPA WACOR to discuss the scope and approach to conduct this evaluation.

Based on the scope and approach agreed to during the meeting the contractor shall conduct a technology evaluation and feasibility assessment. Evaluation factors should include, at a minimum: ability to deliver current training content; cost to implement,

availability/accessibility (e.g., EPA Regions and state permitting agencies, public), and; interactivity (e.g., ability to facilitate training exercises, quiz questions, team structure).

The evaluation should also include a discussion of major challenges and the level of effort necessary to convert existing training materials to the identified technologies and the feasibility and ease of developing new and different training materials in the future.

Deliverable:

1. Meeting with EPA WACOR to discuss the scope and approach to conduct the technology evaluation (within 10 days of receipt of Technical Direction to initiate this sub-task)
 2. Report identifying and evaluating the identified technologies including pros and cons of each identified approach. (within two (2) months following the meeting with the EPA WACOR.
- B. The Contractor shall develop and provide draft recommendations for a holistic approach and strategy for providing both basic NPDES permit writer training (i.e., the content currently provided by the 5-day in-person course) as well as more advanced or specialized training for permit writers using in-person and virtual training technologies and approaches. The draft approach and strategy should consider plans and timelines for the integration of multiple training approaches and technology platforms, where appropriate. Within 10-days of receipt of Technical Direction to initiate this sub-task, the contractor will schedule a meeting (or conference call) with the EPA WACOR to discuss and brainstorm EPA's perceived future NPDES permit writer training needs in light of the training technologies and approaches evaluated in Sub-task 2.A. Following this meeting, the contractor will, within two (2) months, provide a draft strategy document outlining both short and long-term goals and recommendations for phased implementation of the most effective and efficient use of training approaches and technologies to deliver existing and future NPDES permit writer training. The Contractor will provide continued support for developing comprehensive training approaches for the identified training objectives.

Deliverable:

1. Meeting with EPA WACOR to discuss the scope and structure of an NPDES permit writer training strategy (within 10 days of receipt of Technical Direction to initiate this sub-task)
 2. Draft strategy for using existing and identified training tools and technologies to facilitate short- and long-term NPDES permit writer training objectives (two (2) months following meeting with EPA WACOR)
- C. The Contractor shall revise the existing web-based presentations developed for the NPDES Basic Permit Writer's Course under previous WAs based on edits provided by the EPA WACOR. The revisions include updates and corrections as requested by the EPA WACOR based on user comments and approximately 10 editorial changes are anticipated during this period of performance. The Contractor shall also provide a complete re-recording of Module 3 due to changes in the permit application regulations and forms after receipt of technical

direction from the EPA WACOR by January 2021. The Contractor shall use the “Articulate Storyteller” software that was used to develop the presentations. The specific revisions and changes necessary to the web-based materials will be determined at a planning meeting between the Contractor and EPA WACOR prior to commencement of any revisions.

The Contractor shall continue to maintain a spreadsheet file that compiles the name, affiliation, and completion date of students that submit this information following completion of the web-based training modules. Upon receipt of technical direction from the EPA WACOR, the contractor will also assess:

- a) Whether the current method of submitting the completion certificate can be migrated to a webpage-based submission versus the existing pdf process.
- b) Whether the ability to provide a single completion certificate for students that have successfully completed the entire 13-part web-based training course can be incorporated into the completion certificate process for the individual modules.

The contractor will take action to implement outcomes of these assessments based upon technical direction from the EPA WACOR.

Deliverable:

1. Modified versions of the existing web-based presentations (15 days after edits are provided by EPA WACOR).
 2. Rerecorded Module 3 on NPDES application regulations and forms by January 2021
 3. Final summary spreadsheet file of students that have completed the web-based training modules provided to the EPA WACOR by June 30, 2021 (interim summaries at the request of the EPA WACOR)
 4. Updated certificate process for online recorded sessions.
- D. The Contractor shall develop new training materials and modify existing training materials, including course exercises, to conform to the training approach(s) and technologies identified by the EPA WACOR. The scope of this sub-task will depend on the approaches identified in the training strategy developed in Sub-task 2. B. and will be further clarified through Technical Direction provided by the EPA WACOR. EPA anticipates that advanced trainings would include developing 8 hour trainings on stormwater related issues including stormwater permit writers’ training and CSO LTCP review training.

Deliverable:

1. Sub-task 2.B training materials
2. 8 hour CSO Long Term Control Plan review training
3. 8 hour stormwater permit writers’ training.

Task 3: Support for Webinars on NPDES Permit Writers’ Training Topics

The Contractor shall provide support for presenting webinars on NPDES Permit Writers' Training Topics. This shall include developing agendas, scheduling webinars, providing registration support, facilitating webinar sessions and providing after webinar summaries from evaluations and comments. EPA anticipates holding eight (8) 2-4 hour long webinars over the performance period.

Deliverables:

1. Eight (8) 2-4 hour long webinars over performance period.

Task 4: Support to Update the U.S. EPA NPDES Permit Writers' Manual (EPA-833-K-10-001)

In 2016 EPA prepared a draft update to the 2010 U.S. EPA NPDES Permit Writers' Manual (EPA-833-K-10-001). The draft included updates to all Universe Resource Locators (URLs) included in the existing electronic version of the manual as well as corrections of typographical and content errors that had been identified by EPA. Under the previous performance period, the contractor prepared an errata sheet for these URLs and confirmed the correct updated links as well as compiled recommended revisions to reflect changes in NPDES regulations.

The EPA WACOR will review all revisions and recommendations and meet with the contractor by December 31, 2020 to determine the necessary revisions. Based on the revisions identified by the EPA WACOR, the contractor shall revise the manual and prepare a second draft incorporating the technical revisions. The revisions incorporated in this period of performance will address only updates and clarifications to existing materials and are not anticipated to require drafting of new sections addressing additional topics. The contractor shall provide the second draft within three (3) months after receiving technical direction to begin this subtask.

The EPA WACOR will review the second draft and provide any additional comments by April 30, 2021. The contractor shall revise the manual as indicated by the EPA WACOR and provide a final draft by June 30, 2021.

Deliverables:

1. Second draft of the manual within three (3) months after receiving technical direction to begin this subtask.
2. Final draft of the manual by June 30, 2020

Requirements

Reporting

Reports shall be submitted in accordance with the reporting requirements of the contract. In addition, the Contractor shall maintain contact with the EPA WACOR to advise of progress and problems. The Contractor shall notify the EPA WACOR immediately when expenditures of 75% and 90% of the work assignment LOE or funding (including pipeline costs) are reached.

Note: The Contractor shall notify the CO and EPA WACOR in writing when 75% of the authorized work assignment LOE/labor hours and cost have been expended.

The Contractor shall be prepared to submit for inspection copies of all work in progress any time as requested by the EPA WACOR. The Contractor shall not release information or comments on works performed under this work assignment without the WACOR's prior written authorization.

The Contractor shall submit drafts and final products on the appropriate electronic media in a format compatible with Water Permits Division hardware and as hard copy upon request. All electronic media submitted to the EPA WACOR shall be scanned for, and identified as, free from viruses. All documents shall be delivered in MS Word or applicable software program output as requested by the EPA WACOR. Wherever practicable, all written or printed hard copy materials submitted to EPA must be doubled-sided and on recycled paper.

Travel

This work assignment may require travel. Specifically, one or two contractor representatives may be required to travel to the 5-day NPDES courses in course locations outside of the Washington D.C. area. Additionally, some local area travel may be necessary to attend the DC-area course, and to attend meetings with the EPA WACOR.

All out-of-town travel shall be approved in advance by the project officer and shall be in accordance with the contract.

Information Collection

All collection of information and data shall be in accordance with the Office of Water Quality Management Plan and OMB requirements under the Paperwork Reduction Act.

Conference/Meeting Guidelines and Limitations

The Contractor shall immediately alert the EPA WACOR to any anticipated event under the work assignment which may result in incurring an estimated \$20,000 or more cost, funded by EPA, specific to that event, meeting, training, etc. Those costs would include travel of both prime and consultant personnel, planning and facilitation costs, AV and rental of venue costs, etc. The EPA WACOR will then prepare approval internal paperwork for the event and will advise the Contractor when appropriate signatures have been obtained. At that point, effort can proceed for the event. If the event is being sponsored by another EPA organization, the organization providing the planning is responsible for the approval.

Quality Assurance Statement

EPA requires that activities involve the collection, generation, evaluation, analysis or use of environmental data must be supported by an approved Quality Assurance Project Plan (QAPP) in place prior to the commencement of the work. A QAPP is not required for this work assignment.

Performance Requirements and Measurable Standards

This work assignment will be evaluated in accordance with the Quality Assurance Surveillance Plan in the contract award document.

Deliverable	Schedule
Task 0 (1). Project Work Plan	Within 30 days following receipt of EPA PWS.
Task 0 (2). Progress reports	Monthly
Task 1A (1). Virtual NPDES Permit Writers' Course #1	October/November 2020
Task 1A (2). Virtual NPDES Permit Writers' Course #2	October/November 2020
Task 1A (3). Virtual NPDES Permit Writers' Course #3	January/February 2021
Task 1A (4). Virtual NPDES Permit Writers' Course #4	January/February 2021
Task 1A (5). Virtual NPDES Permit Writers' Course #2	March/April 2021 (TBD)
Task 1A (6). Virtual NPDES Permit Writers' Course #2	May/June 2021 (TBD)
Task 1A (7). Preplanning NPDES Permit Writers Course CY 2021(post performance period)	May/June 2021
Task 1A (8). Modified SOPs for a virtual NPDES Permit Writer's Course	within 30 days of receipt of Technical Direction to initiate this sub-task
Task 1B. Revisions to course workbook and materials	15 days after request from EPA WACOR
Task 1D. Summary of participant feedback and distribution of completion certificates	15 days after the delivery of each course.

Deliverable	Schedule
Task 2A(1) Meeting with EPA WACOR to discuss scope of technology assessment	Within 10 days of receipt of Technical Direction to initiate sub-task
Task 2A(2) Draft technology assessment report.	Within two (2) months following kickoff meeting with EPA WACOR
Task 2B(1) Meeting with EPA WACOR to discuss training strategy	Within 10 days of receipt of Technical Direction to initiate sub-task
Task 2B(2) Draft training strategy	Within two (2) months following kickoff meeting with EPA WACOR
Task 2C(1) Modified web-based training materials	Within 15 days of receipt of comments from EPA WACOR
Task 2C(2) Rerecorded Module 3 on NPDES application regulations and forms.	By January 2021
Task 2C(3) Final spreadsheet file containing summary of students that completed web-based training modules (interim summaries at the request of the EPA WACOR)	June 30, 2021
Task 2C(4) Updated certificate process for online recorded sessions.	TBD
Task 2D (1) Sub-task 2.B training materials	TBD
Task 2D (2) 8 hour CSO Long Term Control Plan review training	TBD
Task 2D (3) 8 hour stormwater permit writers' training.	TBD
Task 3 Eight (8) 2-4 hour long webinars	TBD
Task 4 (1) Second draft of the manual	within three (3) months after receiving technical direction to begin this subtask.
Task 4 (2) Final draft of the manual	by June 30, 2020

**PERFORMANCE WORK STATEMENT
CONTRACT EP-C-16-003
WORK ASSIGNMENT 4-06**

Title: Technical Support for Permit Writers' Training

Work Assignment Contracting Officer's Representative (WACOR):

Sean Ramach
Water Permits Division
Office of Wastewater Management
U.S. Environmental Protection Agency
Mail Code 4203M
Washington, D.C. 20004
202-564-2865
ramach.sean@epa.gov

Alternate Work Assignment Contracting Officer's Representative (AWACOR):

Danielle Stephan
Water Permits Division Water Permits Division
Office of Wastewater Management
U.S. Environmental Protection Agency
Mail Code 4203M
Washington, D.C. 20004
202-564-0759
stephan.danielle@epa.gov

Period of Performance: July 1, 2020 through June 30, 2021

Estimated Level of Effort: 2160 hours

Background Information: The Water Permits Division (WPD), within the Office of Wastewater Management (OWM), is responsible for implementation and oversight of the National Pollutant Discharge Elimination System (NPDES) permit program. This program regulates point source discharges of pollutants to surface waters of the United States. Development and implementation of training, guidance and outreach/communication tools are an important part of its mission.

The objective of this work assignment is to provide technical support to WPD in its continued effort to develop and implement training, guidance, and outreach/communication activities, targeting NPDES permit writers and other key NPDES program stakeholders, such as regulated point source dischargers. Training support will include the continued development and

implementation of the NPDES Permit Writers' Course, as well as other training courses and training materials that promote effective and efficient implementation of the NPDES program.

This PWS represents a significant revision to the original 4-06 PWS with changes reflecting virtual courses, additional training development and tasks to support webinars and Permit Writer Manual Updates.

Performance Work Statement: Contract Section 3.9

The administrative and technical tasks to be provided by the Contractor under this work assignment shall support management, technical and logistical tasks associated with developing training materials and delivering NPDES training courses, primarily the NPDES Permit Writers' Training Course. The Contractor shall not be involved in Agency policy or decision making.

The Performance Work Statement establishes activities, described in the tasks below, to be conducted by the Contractor in EPA Fiscal Years (FY) 2020 and (FY)2021.

Task 0: Project Management

The Contractor shall develop a Work Plan that describes the technical approach that will be used to accomplish the specific tasks listed below.

The Contractor shall provide monthly progress reports as required by the contract.

Deliverables:

1. Work Plan describing planned activities
2. Monthly progress reports

Task 1: Support for Developing and Implementing the NPDES Permit Writer's Training Course

- A. The Contractor shall provide support for up to six NPDES permit writer courses within the period of performance. The Contractor shall provide technical and logistical support (see specific activities listed below) for developing and presenting these courses. Courses are typically limited to 50-60 participants. For planning and costing purposes, the Contractor shall assume the courses will be virtual courses due to travel restrictions in place due to COVID19 mitigation efforts.²

² If travel restrictions are lifted, an amendment to this PWS may be processed to address conduct of in person courses in lieu of virtual courses.

The Contractor shall support the EPA by conducting pre-course planning and administrative activities such as: course scheduling; setting up and conducting registration activities; preparing and setting up virtual platforms for conduct of the course including sessions and electronic materials; preparing and copying course handouts; shipping course materials; and identifying and completing necessary revisions to course materials. The Contractor will prepare modified “standard operating procedures (SOPs)” for a virtual course based upon SOPs developed under a previous WA (WA 0-06) under contract EP-C-16-003, which are attached to this document at Attachment 1.

The Contractor shall also conduct pre-course planning and administrative activities to support the EPA in preparing for up to two courses to be held in the latter half of calendar year (CY) 2021. The support will include activities such as: course scheduling; setting up and conducting registration activities; preparing and setting up virtual platforms for conduct of the course including sessions and electronic materials; preparing and copying course handouts; and shipping course materials.

Deliverables:

1. Virtual NPDES Permit Writers Course #1	October/November 2020
2. Virtual NPDES Permit Writers Course #2	October/November 2020
3. Virtual NPDES Permit Writers Course #3	January/February 2021
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5. Virtual NPDES Permit Writers Course #5	March/April 2021
6. Virtual NPDES Permit Writers Course #6	May/June 2021
7. Preplanning for CY2021 Virtual Permit Writers Courses	May/June 2021
8. Modified SOPs for a virtual NPDES Permit Writer’s Course	within 30 days of receipt of Technical Direction to initiate this sub-task

- B. The Contractor shall modify materials used in the presentation of the NPDES Permit Writer’s Course based on edits and information provided by the EPA WACOR. EPA estimates that materials will be revised four times during the period of performance and that revisions may include converting documents for use in virtual courses, improving image quality of electronic documents and making electronic documents 508 compliant for posting on websites. The NPDES Permit Writers’ Training Course materials consist of several components, including: presentation slides, an instructors’ manual, a student workbook, a student folder containing handouts and course exercises, and a student USB flash drive containing a collection of permitting reference documents. The Contractor shall compile, edit, and maintain all components of all course modules and the student workbook under the NPDES Permit Writers’ Training Course, including materials made available by WPD on the NPDES Permit Writers’ Course website. The Contractor shall make recommendations for the EPA WACOR’s review and approval for editing course materials and shall ensure consistency among all training course components to allow for effective maintenance of and revisions to all training course materials.

Deliverables:

1. Four revisions to NPDES Permit Writer's Course supporting course materials to incorporate changes identified by EPA. (within 15 days of request by EPA WACOR)
- C. The Contractor shall provide up to two qualified instructors to conduct the NPDES Permit Writers' Training Courses identified in Task 1.A. Instructors will utilize the materials and format provided in the virtual NPDES Permit Writers' Course SOPs once finalized. A resume presenting each proposed instructor's knowledge and experience in the NPDES program and/or related experience that warrants consideration shall be provided with the work plan. The instructors selected by the Contractor and approved by EPA for a given course shall participate in two one-hour technical and logistical conference calls with the EPA WACOR and other EPA or state instructors to discuss and coordinate training needs for each course offering. The instructors selected by the Contractor shall also meet with the EPA WACOR and EPA training team staff to preview presentations and participate in practice sessions. EPA anticipates six half-day practice sessions during the period of performance.
- D. Within 15-days following the completion of each course, the Contractor shall develop and provide to the EPA WACOR a summary report on the quality, usefulness, and presentation of the training based on comments provided by course participants as reported on a course evaluation form provided by the EPA WACOR. The Contractor shall distribute certificates of completion to course participants at the end of each workshop in-person, or via mail where necessary.

Deliverable:

1. Summary of participant feedback and distribution of completion certificates within 15 days of course completion.

Task 2: Support for Evaluation and Development of Alternative Training Approaches and Remote Training Technologies

- A. The Contractor shall evaluate alternative training technologies and approaches that could be used to supplement or replace the existing in-person NPDES Permit Writers' Training Course. Currently, EPA has developed and supported a 13-part web-based training series as a supplement to the in-person course; however, the web-based training is not interactive and is not as comprehensive as the in-person course.

For this sub-task the contractor will evaluate use of interactive virtual training technologies that could be used to provide an effective training experience for NPDES permit writers. Upon receipt of Technical Direction to initiate this sub-task, the contractor shall within 10 days schedule a meeting (or conference call) with the EPA WACOR to discuss the scope and approach to conduct this evaluation.

Based on the scope and approach agreed to during the meeting the contractor shall conduct a technology evaluation and feasibility assessment. Evaluation factors should include, at a minimum: ability to deliver current training content; cost to implement,

availability/accessibility (e.g., EPA Regions and state permitting agencies, public), and; interactivity (e.g., ability to facilitate training exercises, quiz questions, team structure).

The evaluation should also include a discussion of major challenges and the level of effort necessary to convert existing training materials to the identified technologies and the feasibility and ease of developing new and different training materials in the future.

Deliverable:

1. Meeting with EPA WACOR to discuss the scope and approach to conduct the technology evaluation (within 10 days of receipt of Technical Direction to initiate this sub-task)
 2. Report identifying and evaluating the identified technologies including pros and cons of each identified approach. (within two (2) months following the meeting with the EPA WACOR.
- B. The Contractor shall develop and provide draft recommendations for a holistic approach and strategy for providing both basic NPDES permit writer training (i.e., the content currently provided by the 5-day in-person course) as well as more advanced or specialized training for permit writers using in-person and virtual training technologies and approaches. The draft approach and strategy should consider plans and timelines for the integration of multiple training approaches and technology platforms, where appropriate. Within 10-days of receipt of Technical Direction to initiate this sub-task, the contractor will schedule a meeting (or conference call) with the EPA WACOR to discuss and brainstorm EPA's perceived future NPDES permit writer training needs in light of the training technologies and approaches evaluated in Sub-task 2.A. Following this meeting, the contractor will, within two (2) months, provide a draft strategy document outlining both short and long-term goals and recommendations for phased implementation of the most effective and efficient use of training approaches and technologies to deliver existing and future NPDES permit writer training. The Contractor will provide continued support for developing comprehensive training approaches for the identified training objectives.

Deliverable:

1. Meeting with EPA WACOR to discuss the scope and structure of an NPDES permit writer training strategy (within 10 days of receipt of Technical Direction to initiate this sub-task)
 2. Draft strategy for using existing and identified training tools and technologies to facilitate short- and long-term NPDES permit writer training objectives (two (2) months following meeting with EPA WACOR)
- C. The Contractor shall revise the existing web-based presentations developed for the NPDES Basic Permit Writer's Course under previous WAs based on edits provided by the EPA WACOR. The revisions include updates and corrections as requested by the EPA WACOR based on user comments and approximately 10 editorial changes are anticipated during this period of performance. The Contractor shall also provide a complete re-recording of Module 3 due to changes in the permit application regulations and forms after receipt of technical

direction from the EPA WACOR by January 2021. The Contractor shall use the “Articulate Storyteller” software that was used to develop the presentations. The specific revisions and changes necessary to the web-based materials will be determined at a planning meeting between the Contractor and EPA WACOR prior to commencement of any revisions.

The Contractor shall continue to maintain a spreadsheet file that compiles the name, affiliation, and completion date of students that submit this information following completion of the web-based training modules. Upon receipt of technical direction from the EPA WACOR, the contractor will also assess:

- c) Whether the current method of submitting the completion certificate can be migrated to a webpage-based submission versus the existing pdf process.
- d) Whether the ability to provide a single completion certificate for students that have successfully completed the entire 13-part web-based training course can be incorporated into the completion certificate process for the individual modules.

The contractor will take action to implement outcomes of these assessments based upon technical direction from the EPA WACOR.

Deliverable:

- 1. Modified versions of the existing web-based presentations (15 days after edits are provided by EPA WACOR).
 - 2. Rerecorded Module 3 on NPDES application regulations and forms by January 2021
 - 3. Final summary spreadsheet file of students that have completed the web-based training modules provided to the EPA WACOR by June 30, 2021 (interim summaries at the request of the EPA WACOR)
 - 4. Updated certificate process for online recorded sessions.
- D. The Contractor shall develop new training materials and modify existing training materials, including course exercises, to conform to the training approach(s) and technologies identified by the EPA WACOR. The scope of this sub-task will depend on the approaches identified in the training strategy developed in Sub-task 2. B. and will be further clarified through Technical Direction provided by the EPA WACOR. EPA anticipates that advanced trainings would include developing 8 hour trainings on stormwater related issues including stormwater permit writers’ training and CSO LTCP review training.

Deliverable:

- 1. Sub-task 2.B training materials
- 2. 8 hour CSO Long Term Control Plan review training
- 3. 8 hour stormwater permit writers’ training.

Task 3: Support for Webinars on NPDES Permit Writers’ Training Topics

The Contractor shall provide support for presenting webinars on NPDES Permit Writers' Training Topics. This shall include developing agendas, scheduling webinars, providing registration support, facilitating webinar sessions and providing after webinar summaries from evaluations and comments. EPA anticipates holding eight (8) 2-4 hour long webinars over the performance period.

Deliverables:

1. Eight (8) 2-4 hour long webinars over performance period.

Task 4: Support to Update the U.S. EPA NPDES Permit Writers' Manual (EPA-833-K-10-001)

In 2016 EPA prepared a draft update to the 2010 U.S. EPA NPDES Permit Writers' Manual (EPA-833-K-10-001). The draft included updates to all Universe Resource Locators (URLs) included in the existing electronic version of the manual as well as corrections of typographical and content errors that had been identified by EPA. Under the previous performance period, the contractor prepared an errata sheet for these URLs and confirmed the correct updated links as well as compiled recommended revisions to reflect changes in NPDES regulations.

The EPA WACOR will review all revisions and recommendations and meet with the contractor by December 31, 2020 to determine the necessary revisions. Based on the revisions identified by the EPA WACOR, the contractor shall revise the manual and prepare a second draft incorporating the technical revisions. The revisions incorporated in this period of performance will address only updates and clarifications to existing materials and are not anticipated to require drafting of new sections addressing additional topics. The contractor shall provide the second draft within three (3) months after receiving technical direction to begin this subtask.

The EPA WACOR will review the second draft and provide any additional comments by April 30, 2021. The contractor shall revise the manual as indicated by the EPA WACOR and provide a final draft by June 30, 2021.

Deliverables:

1. Second draft of the manual within three (3) months after receiving technical direction to begin this subtask.
2. Final draft of the manual by June 30, 2020

Requirements

Reporting

Reports shall be submitted in accordance with the reporting requirements of the contract. In addition, the Contractor shall maintain contact with the EPA WACOR to advise of progress and problems. The Contractor shall notify the EPA WACOR immediately when expenditures of 75% and 90% of the work assignment LOE or funding (including pipeline costs) are reached.

Note: The Contractor shall notify the CO and EPA WACOR in writing when 75% of the authorized work assignment LOE/labor hours and cost have been expended.

The Contractor shall be prepared to submit for inspection copies of all work in progress any time as requested by the EPA WACOR. The Contractor shall not release information or comments on works performed under this work assignment without the WACOR's prior written authorization.

The Contractor shall submit drafts and final products on the appropriate electronic media in a format compatible with Water Permits Division hardware and as hard copy upon request. All electronic media submitted to the EPA WACOR shall be scanned for, and identified as, free from viruses. All documents shall be delivered in MS Word or applicable software program output as requested by the EPA WACOR. Wherever practicable, all written or printed hard copy materials submitted to EPA must be doubled-sided and on recycled paper.

Travel

This work assignment may require travel. Specifically, one or two contractor representatives may be required to travel to the 5-day NPDES courses in course locations outside of the Washington D.C. area. Additionally, some local area travel may be necessary to attend the DC-area course, and to attend meetings with the EPA WACOR.

All out-of-town travel shall be approved in advance by the project officer and shall be in accordance with the contract.

Information Collection

All collection of information and data shall be in accordance with the Office of Water Quality Management Plan and OMB requirements under the Paperwork Reduction Act.

Conference/Meeting Guidelines and Limitations

The Contractor shall immediately alert the EPA WACOR to any anticipated event under the work assignment which may result in incurring an estimated \$20,000 or more cost, funded by EPA, specific to that event, meeting, training, etc. Those costs would include travel of both prime and consultant personnel, planning and facilitation costs, AV and rental of venue costs, etc. The EPA WACOR will then prepare approval internal paperwork for the event and will advise the Contractor when appropriate signatures have been obtained. At that point, effort can proceed for the event. If the event is being sponsored by another EPA organization, the organization providing the planning is responsible for the approval.

Quality Assurance Statement

EPA requires that activities involve the collection, generation, evaluation, analysis or use of environmental data must be supported by an approved Quality Assurance Project Plan (QAPP) in place prior to the commencement of the work. A QAPP is not required for this work assignment.

Performance Requirements and Measurable Standards

This work assignment will be evaluated in accordance with the Quality Assurance Surveillance Plan in the contract award document.

Deliverable	Schedule
Task 0 (1). Project Work Plan	Within 30 days following receipt of EPA PWS.
Task 0 (2). Progress reports	Monthly
Task 1A (1). Virtual NPDES Permit Writers' Course #1	October/November 2020
Task 1A (2). Virtual NPDES Permit Writers' Course #2	October/November 2020
Task 1A (3). Virtual NPDES Permit Writers' Course #3	January/February 2021
Task 1A (4). Virtual NPDES Permit Writers' Course #4	January/February 2021
Task 1A (5). Virtual NPDES Permit Writers' Course #2	March/April 2021 (TBD)
Task 1A (6). Virtual NPDES Permit Writers' Course #2	May/June 2021 (TBD)
Task 1A (7). Preplanning NPDES Permit Writers Course CY 2021(post performance period)	May/June 2021
Task 1A (8). Modified SOPs for a virtual NPDES Permit Writer's Course	within 30 days of receipt of Technical Direction to initiate this sub-task
Task 1B. Revisions to course workbook and materials	15 days after request from EPA WACOR
Task 1D. Summary of participant feedback and distribution of completion certificates	15 days after the delivery of each course.

Deliverable	Schedule
Task 2A(1) Meeting with EPA WACOR to discuss scope of technology assessment	Within 10 days of receipt of Technical Direction to initiate sub-task
Task 2A(2) Draft technology assessment report.	Within two (2) months following kickoff meeting with EPA WACOR
Task 2B(1) Meeting with EPA WACOR to discuss training strategy	Within 10 days of receipt of Technical Direction to initiate sub-task
Task 2B(2) Draft training strategy	Within two (2) months following kickoff meeting with EPA WACOR
Task 2C(1) Modified web-based training materials	Within 15 days of receipt of comments from EPA WACOR
Task 2C(2) Rerecorded Module 3 on NPDES application regulations and forms.	By January 2021
Task 2C(3) Final spreadsheet file containing summary of students that completed web-based training modules (interim summaries at the request of the EPA WACOR)	June 30, 2021
Task 2C(4) Updated certificate process for online recorded sessions.	TBD
Task 2D (1) Sub-task 2.B training materials	TBD
Task 2D (2) 8 hour CSO Long Term Control Plan review training	TBD
Task 2D (3) 8 hour stormwater permit writers' training.	TBD
Task 3 Eight (8) 2-4 hour long webinars	TBD
Task 4 (1) Second draft of the manual	within three (3) months after receiving technical direction to begin this subtask.
Task 4 (2) Final draft of the manual	by June 30, 2020

ATTACHMENT 1



EPA's NPDES Permit Writers' Course Standard
Operating Procedures (SOPs)
for Contractors
Providing Logistical and Technical Support

Created: June 28, 2017

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Section 1. Overview

The following standard operating procedures (SOPs) have been developed for contractor support for the Environmental Protection Agency's (EPA's) NPDES Permit Writers' Training Course. The objective of the NPDES Permit Writers' Course (Course) is to provide the basic regulatory framework and technical considerations that support the development of wastewater discharge permits as required under the NPDES Permit Program. The Course is designed for new permit writers, highlighting the process of developing, issuing, and complying with NPDES permits. The Course is attended by staff from EPA, states, tribes, and territories interested in learning NPDES permitting procedures. When additional space within the Course exists, the course accepts additional participants from contractors and private industry. Approximately five courses are provided each year, although the number of courses is subject to available resources and may change based on annual priorities within EPA.

The Course is held over a 5-day period, and consists of a combination of lecture, case examples, and practical exercises that are geared to acquaint participants with the tools and resources available to assist them in writing NPDES permits.

Contractor support consists of logistical, technical, and material support. EPA identifies priority locations for the course based on state/territory/tribe requests and recent course history. Course locations and dates are finalized by EPA following the release of EPA's annual budget. Once the locations and dates have been finalized, contractor support begins by providing logistical support, in concert with state and EPA Regional staff, to ensure an appropriate venue is secured and hotels for participants are identified. Additionally, the contractor shall draft a course announcement and establish and manage online participant registration.

In addition to logistical support for the course venue and registration, the contractor shall ensure all course materials are generated, secured, and delivered to the venue in advance of training course. The contractor assists with the venue set up the first morning of the course, signs in participants, and provides electronic materials for the course presentation. Additionally, the contractor provides instructor support, presenting assigned course modules over the 5-day period.

Following the 5-day course, the contractor shall collect course evaluations from the participants. Additionally, the contractor shall repackage the remaining course materials, to be shipped and stored by the contractor until the next training course. Within a week of conclusion of the training course, the contractor shall summarize the course evaluations and provide the summary to EPA for review. Corrections and revisions to course material shall be made promptly and provided to EPA for review.

The following SOPs provide detailed instruction and checklists to assist in carrying out contractor responsibilities associated with the NPDES Permit Writers' Course. This document should be updated as necessary for accuracy and comprehension.

Section 2: Course Standard Operating Procedures**Course Identification/Selection**

Timeline: Begins 6–9 months ahead of Course

4-5 Courses/Year, including Washington DC course

Activities (Responsible Party)

Advertise Course during EPA Monthly Branch Chiefs' call (EPA)

EPA holds follow-up discussions with EPA Region or individual states (EPA)

States may also request Course through EPA's training website (directed to contractor)

Contractor forwards requests received via website to EPA (Contractor)

Contractor forwards request received via email to EPA (Contractor)

Negotiation with state/EPA Region (EPA)

EPA Identifies host states/EPA Regions, dates, and locations (EPA)

Coordination with Host (state or EPA Region)

Timeline: Begins 3-6 months ahead of Course

Activities (Responsible Party)

States/EPA Regions identify and secure meeting space (*except for Washington DC course) (Host)

Contractor shall identify and secure meeting space for Washington DC course, typically held in November/December (Contractor)

EPA provides contractor with Course host contact (EPA)

Contractor works with hosts to ensure minimum requirements specified in Section III.B.1 of these SOPs are considered for the venue (Contractor)

Set up Course

Timeline: Begins 3–4 months ahead of Course

Activities (Responsible Party)

Specify requirements for venue (Contractor)

At least 50 students in a 10-team setup, 5 participants per team (round or rectangular tables)

Extra tables for instructors, registration, and materials (provide example Course Floor Plans in Section 5 of these SOPs)

Audio/Visual equipment to be provided by host: Projector, screen, laptop (sometimes provided), microphone, flip chart or white board

Secure hotel room block (Optional - Host)

Identify location-specific details (Host)

Meeting location

Hotels near meeting location

Nearby restaurants (optional)

Transportation requirements (is a car necessary, public transit availability)

Identify if special events are occurring at the same time as Course

Special considerations to gain entry to venue (if applicable)

Course Announcement and Initial Registration

Timeline: A minimum of 2–3 months ahead of Course

Activities (Responsible Party)

Draft Course Announcement – based on template (Contractor)

Meeting Dates, Location, Times

List of Hotels

Transportation options

Link to Online Registration (on Eventbrite)

Online Registration – using EPA's Eventbrite Account (Contractor)

Setup event size (# of participants based on capacity of venue)

Contractor to identify a Course contact person to be posted with the announcement on EPA's website

Contractor to respond to individual requests and notify of Course Announcement, availability

Send EPA the Draft Announcement and Eventbrite Registration info for EPA to post online (EPA's website, on multiple training pages where the link will be posted)

EPA notifies Branch Chiefs and Regional Senior Permit Writers of availability of the Course Announcement and link to registration site

Registration

Registrants signing up after the maximum capacity is reached are automatically placed on a waiting list

Registrants receive a confirmation email notice directing them not to make non-refundable travel arrangements until they are confirmed

Confirmation email notice to Registrants

Confirmation is sent out approximately 6 weeks prior to the Course (Contractor)

If registration begins to fill up, or reaches capacity, notify EPA to decide on who receives Confirmation (Contractor)

EPA prioritizes registrants based on affiliation/organization, with priority to state and EPA regulators

Categorize registrants by affiliation/organization type and provide to EPA

Eventbrite registration captures registrants' affiliations

Color code registrants by affiliation/organization type

Send additional confirmation to confirmed registrants to confirm they are attending the Course [reduces # of no-shows]. (Contractor, 1 week ahead of Course)

(7) Backfill Course slots for no-shows from waiting list

(a) Email to confirm availability of participant based on EPA prioritization

(b) Send confirmation email to participants with availability to backfill Course slots

Course Instructors—Preparation

Timeline: 6-8 weeks ahead of Course

Activities

Initial logistics call to construct Instructors' Matrix (EPA, Contractor)

Typically 2 EPA Instructors, 1 Contractor Instructor

13 Modules comprise the Course

Course Materials—Preparation, Production

Timeline: At least 1 month ahead of Course

Materials and Activities (Responsible Party)

USB of Reference Materials (Contractor)

Purchase USBs (100-150/purchase. EPA logo, 2 to 8 GB)

Transfer Course materials to USB drives

Ensure transfer of materials to USB occurs on a virus free computer

Reference list for USB materials (part of Participants' Folder)

CFRs (Contractor + EPA)

Download latest version of CFRs (40 CFR parts 122, 123, 124, 125, and 133)

Magnify to fit full-size page

Convert to PDF

Contractor provides PDF file to EPA

EPA's print shop will produce ~1 month in advance, deliver to Contractor

Workbook (Contractor)

Revised for every Course

Print extra copies, one copy is for Instructors' use to mark up during the Course for revisions, updates

Participants' Folders (Contractor)

Folder Cover Insert

Agenda (green)

Course Evaluation Sheet (yellow)

Individual NPDES Permitting Process Flow Chart (white)

List of Acronyms from NPDES Permit Writers' Manual (white)

Reference materials list (contents of USB drive)—changes as new material is added (white)

Information Sources Websites (white)

Formula Sheet (orange)

Rules for Significant Figures (pink)

Permit Writing Exercise

Students' Exercise (white)

Application (white)

Permit File (white)

Effluent Limitation Guidelines (white)

Water Quality Standards (white)

Solutions—blue paper

Provided to students at the end of the Course

Produce 5–6 extra Participants' Folders

Team Materials [to be shipped in Instructors' Folder within Crate]

Team Names (based on water bodies in the state of course location)

- Assign participants to teams, as diverse as possible-separating affiliations

- Produce Table Tent Cards (team name on both sides, color-coded)

- Produce Name Tags (color-coded to Team Assignment)

- Purchase Name Tag Holders

- Participants' Registration Index Cards

- Print Preliminary List of Participants (Registrants' List): 3–4 copies

- Print List of Team Names with Assigned participants and their assigned teams: 3–4 copies

- Print Certificates of Completion

- Signatures are .jpg files to insert

- Purchase Cardstock for Certificates

Logistics/Specific Coordination

- Identify Host Contact and Shipping Address

- Ship Course Materials to Course Location—Schedule to arrive Thursday/Friday before Course start

- Ship Materials (see Section 3, Checklist C for full list of Course materials to be shipped):

- CFRs

- Participants' Folders

- Workbooks

- USB Drives

- Crate (blue)

- Instructors' Materials

- Onsite Reference Materials for Instructors

- Includes binder of currently-issued good example permits and fact sheets

- Onsite Registration Materials

- Office supplies (pens, scissors, stapler, markers, TAPE, return shipping labels, slide advancer/clicker, extra batteries)

- Team Tent Cards

- Name Tags and Holders

- Registration Cards

- Team List

- Index Card Questions

- Certifications of Completion

- Prizes for winning team (dollar-store gift bags, NPDES sticker on gift bag, craft mugs with insert: "I'm an NPDES Superstar!")

Course Implementation (Onsite)

Room Setup

- Instructors arrive on Sunday

- Monday morning – breakfast together

- Meeting room – 9:00am

- Identify locational logistics (rest room, etc.), A/V staff onsite

- Assess room configuration and set up participants' and instructors' tables

- Unpack boxes

- Set up materials on team tables, randomize table tent cards

- Materials: Workbook→CFRs→Participants' Folder→USB

- Load PowerPoint file onto computer and do a sound check.

Registration

- Separate table

- Check in registrants

 - Bundle of Name tag, Registration info card, Name tag holder

 - Verify registration contact info is accurate

 - If accurate, Instructor files index card

 - If info requires update, registrant immediately corrects info on index card, returns to Instructor

Daily Activities

- Quiz questions

- Hourly breaks

- Relocate teams—Materials shuffle

Final Day

- Jeopardy! on Final day

- Awards to winning team

- Certificates of Completion

Closing

- Collect Course evaluation forms

- Collect Name tag holders

- Repackage Instructors' crate and extra materials and prepare for shipment

Course Deliverables

- Timeline: Within 1 week of course completion

Activities

- Course evaluation summary report (to be summarized consistent with Section 6 of these SOPs)

- Final Participants' List

- Revise Course material as necessary

 - Materials stored on SharePoint (EPA provides access)

 - Set up Folder for next course on SharePoint with revised materials

Section 3: Helpful Checklists

A. Course Setup

	Host Identified Location
	-Holds at least 50 students
	Host Provided Venue Details
	-Location
	-Nearby Hotels
	-Nearby Restaurants
	-Transportation Requirements (public transit available or is a car necessary)
	-Special Events Occurring at Same Time as Course
	-Special Considerations to Gain Entry to Venue
	Host Provided Equipment
	-Projector
	-Screen
	-Laptop (sometimes provided)
	-Microphone
	-Flipchart or whiteboard
	-Tables (# of participants/5, instructor table, registration table)
	Host Secures Hotel Block

B. Course Announcement/Registration

	Draft Announcement Using Template
	-Meeting Dates, Location, Times
	-Preliminary Agenda
	-List of Hotels
	-Transportation Options
	Link to Online Registration
	Generate Registration Using Eventbrite
	-Size of Event
	-Identify Contractor Contact Personnel (to respond to Course inquiries)
	-Auto Email Setup (not to make non-refundable travel arrangements until they are confirmed)
	Prioritize Registrants Based on Affiliation – Provide List to EPA for Input
	Confirmation Email to Participants (~6 weeks prior to Course)
	Additional Confirmation Email Asking Participants to Notify Contractor Contact if they Can Not Make Course (to reduce number of no-shows)
	Backfill Course Slots Based on Prioritization (email or call to confirm registrant can make Course)
	Email Confirmation to Participants with Availability to Backfill Course Slots

C. Course Materials – To arrive ahead of course

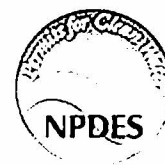
Electronic Version of Course Presentation
Electronic Jeopardy Game
USB of Reference Materials (course size + 5 extra)
Code of Federal Regulations (course size + 5 extra)
Workbook (course size + 5 extra)
Participants Folder (course size + 5 extra)
-Folder Cover Insert
-Agenda (green)
-Evaluation Form (yellow)
-Permit Development Flow Diagram (white)
-List of Acronyms (white)
-Information Sources Websites (Information Sources Websites) (white)
-Formula Sheet (orange)
-Rules for Significant Figures (pink)
-Permit Writing Exercise (white)
-Exercise Application (white)
-Exercise Effluent Limitation Guidelines (white)
-Exercise Water Quality Standards (white)
Permit Writing Exercise Solutions (blue)
Team Materials
-Table Tent Cards ([course size/5] + 1 extra)
-Name Tags (course size + ~5 extra)
-Name Card Holders (course size + ~5 extra)
-Certificates of Completion (one for each participant)
Instructors' Materials (to be placed in blue crates)
-Index Card Questions
-List of Team Names with Assigned Participants and Assigned Team (3-4 copies)
-Preliminary List of Participants and Registration Information (3-4 copies)
<i>-Participants' Registration Index Cards (with extras)</i>
-Name Tags
-Name Card Holders
-Truly Fabulous Prizes
-Reference Material Binder (good examples of permits and factsheets)
-Pens, Sharpies, and Highlighters
-Dry Erase Markers
-Scissors
-Stapler
-Post-its
-Extension cord
-Return Shipping Labels
-Slide Clicker
-Batteries for Slide Clicker
-Packing Tape (an abundant supply)
-Scotch Tape
-Copy of Course Material (Workbook, CFR, Folder, Permit Writing Exercise Solutions)

Section 4: Course Announcement Template

A draft announcement shall be provided to EPA 3 months prior to each course. Revise the course announcement template on the following pages as necessary for each course.



U.S. ENVIRONMENTAL PROTECTION AGENCY
NPDES PERMIT WRITERS' COURSE



City, State
Month XX–XX, 20XX

Course Location

State Department of Environmental Quality (SDEQ)
Street Address | Building/Room Number | City, State
https://www.tceq.texas.gov/about/directory/austin_offices_map.html

Course Description and Registration Information

The objective of this course is to provide the basic regulatory framework and technical considerations that support the development of wastewater discharge permits required under the National Pollutant Discharge Elimination System (NPDES) program. The course was designed for permit writers with about six months to two years of experience in the NPDES program, but experienced permit writers wanting a refresher course and other water program staff wanting to learn more about the NPDES program also are welcome.

As a foundational course, the training does not address in detail specialized topics such as industrial and municipal stormwater, concentrated animal feeding operations, and vessel discharges. For more information on these specialized topics, please visit EPA's NPDES Web site at www.epa.gov/npdes.

A **sample agenda** for the course is attached to this announcement.

There is no cost for the course. Registration is available at:
U.S. EPA: NPDES Permit Writers' Course



For questions regarding the course materials, please contact Taylor Fontaine:
taylor.fontaine@pgenv.com or call directly at (703) 956-1977.

Course Schedule and Logistics

On-site check-in for confirmed registrants begins **Monday, Month Day, at 11:30 a.m.**, with the course beginning at **12:00 p.m.** The course concludes on **Friday, Month Day**, at approximately **1:00 p.m.**



You will need a calculator for the practical exercises during the course.

A **workbook, course folder, one manual, and a USB drive with references** will be distributed at the course.

Hotel Information

The following hotels are approximately one half mile north of the SDEQ building:

Fairfield Inn and Suites (512) 821-0376
833-8100
Courtyard by Marriott (512) 339- 8374
Hilton Garden Inn (512) 339-3626

Springhill Suites by Marriott (512)
Residence Inn by Marriott (512) 977-0544

**PLEASE NOTE: DO NOT MAKE NON-REFUNDABLE TRAVEL ARRANGEMENTS
until you receive confirmation that your registration has been accepted.**

NPDES PERMIT WRITERS' COURSE

SAMPLE AGENDA

Day 1: Monday

11:30 a.m. **Check-in and On-site Registration**
12:00 p.m. Introduction to the NPDES Permit Writers' Course
12:45 p.m. Module 1: Overview of the Clean Water Act
1:45 p.m. Module 2: Scope and Regulatory Framework of the NPDES Program
2:15 p.m. Module 3: NPDES Permit Types and Permitting Approaches
3:45 p.m. Module WT: Overview of Wastewater Treatment Processes
4:30 p.m. **Adjourn for the Day**

Day 2: Tuesday

8:30 a.m. Review Questions
8:45 a.m. Module 4: NPDES Permit Application Process
9:45 a.m. NPDES Permit Writing Exercise—Part 1
11:00 a.m. Module 5A: Overview of Technology-based Effluent Limitations
11:15 a.m. Module 5B: Secondary Treatment Standards for POTWs
12:00 p.m. **Lunch Break**
1:15 p.m. Review Questions
1:30 p.m. Module 5C: Effluent Limitations Guidelines and Standards for Non-POTWs
3:15 p.m. Module 5D: Case-by-Case Technology-based Effluent Limitations (TBELs)
3:45 p.m. NPDES Permit Writing Exercise—Part 2
4:30 p.m. **Adjourn for the Day**

Day 3: Wednesday

8:30 a.m. Review Questions
8:45 a.m. Module 6A: Overview of Water Quality-based Effluent Limitations (WQBELs)
9:00 a.m. Module 6B: Identifying the Applicable Water Quality Standards
10:30 a.m. NPDES Permit Writing Exercise—Part 3, Step 1
11:15 a.m. Module 6C: Characterizing the Effluent and Receiving Water
12:00 p.m. **Lunch Break**

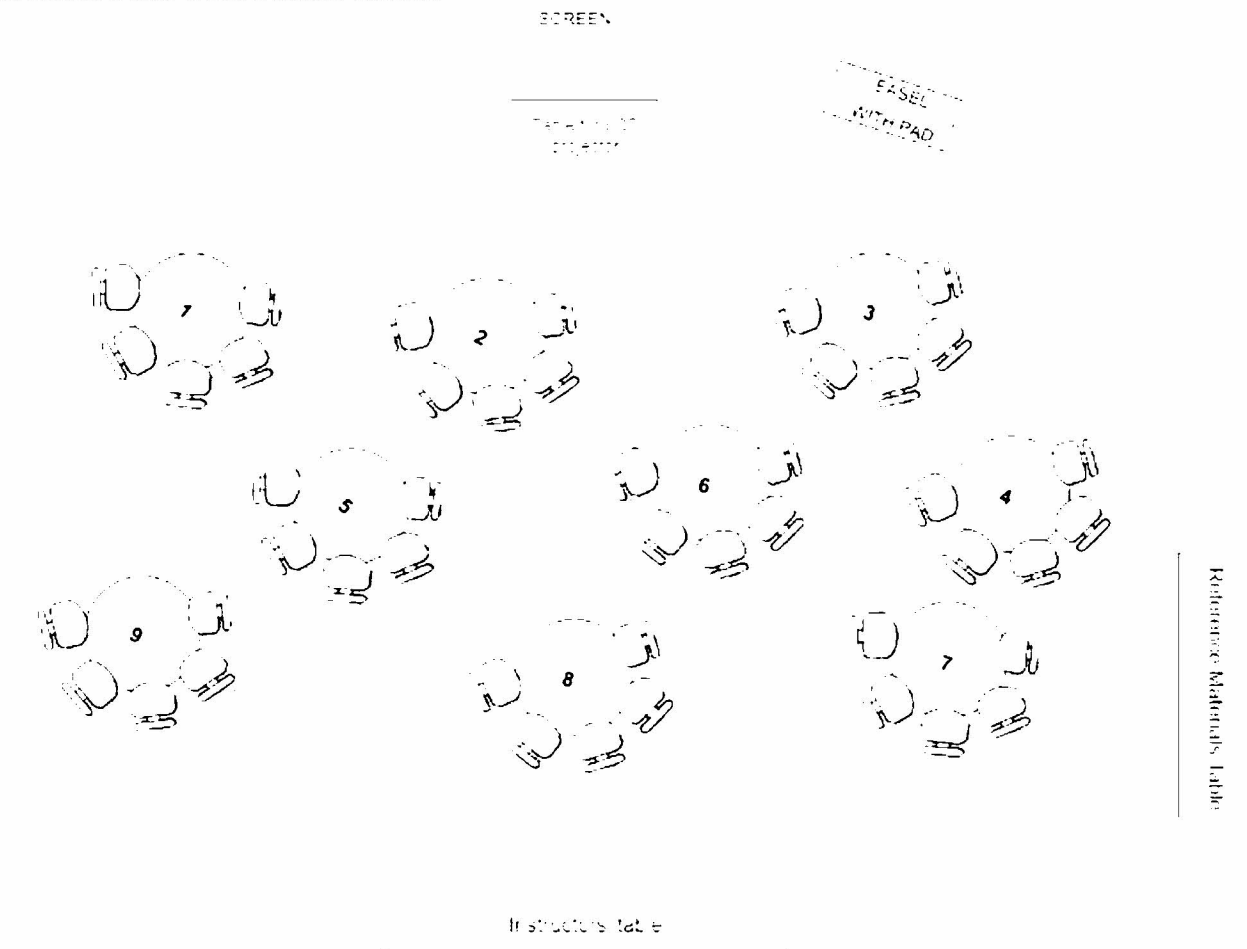
1:15 p.m. Review Questions
1:30 p.m. Module 6D: Determining the Need for Chemical-specific WQBELs
3:00 p.m. NPDES Permit Writing Exercise—Part 3, Steps 2 and 3
4:30 p.m. **Adjourn for the Day**

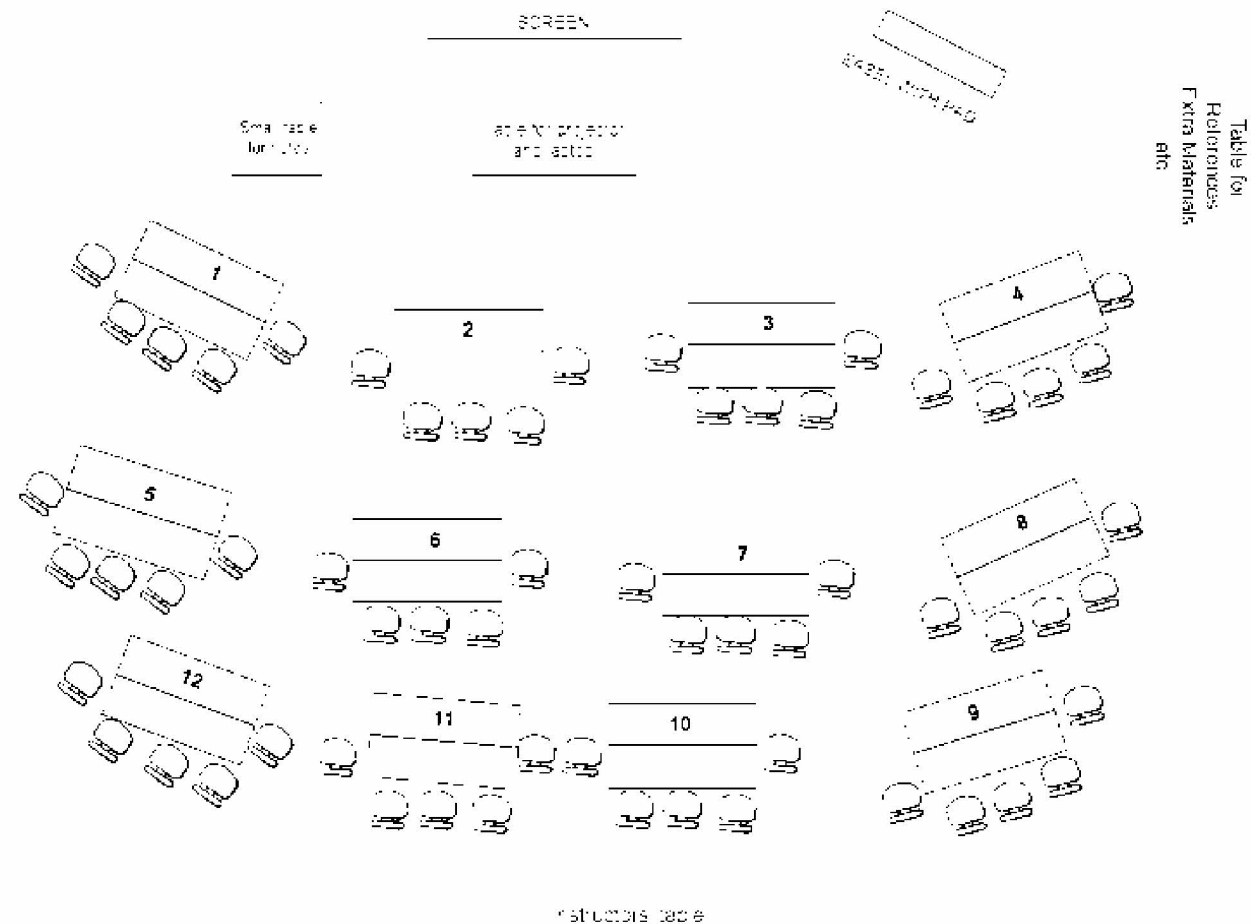
Day 4: Thursday

8:30 a.m. Review Questions
8:45 a.m. Module 6E: Calculating Chemical-specific WQBELs
9:45 a.m. NPDES Permit Writing Exercise—Part 3, Step 4
10:30 a.m. Module 7: Final Effluent Limitations
11:15 a.m. NPDES Permit Writing Exercise—Part 4
11:45 a.m. **Lunch Break**
1:00 p.m. Review Questions
1:15 p.m. Module 8: Monitoring and Reporting Requirements
2:00 p.m. NPDES Permit Writing Exercise—Part 5
2:45 p.m. Module 9A: Special Conditions
3:15 p.m. NPDES Permit Writing Exercise—Part 6
3:45 p.m. Module 9B: Special Conditions for Municipal Dischargers
4:30 p.m. **Adjourn for the Day**

Day 5: Friday

8:30 a.m. Review Questions
8:45 a.m. Module 10: Standard Conditions
9:30 a.m. Module 11: The Administrative Process
11:00 a.m. NPDES Permit Writing Exercise—Part 7
11:30 a.m. Course Review
12:30 p.m. **Adjourn**

Section 5: Course Floor Plan Examples**Example 1. Floor Plan with Round Tables**

Example 2. Floor Plan with Rectangular Tables

Section 6: Evaluation Summary Example**U.S. EPA NPDES PERMIT WRITERS' COURSE
PIERRE, SOUTH DAKOTA
SEPTEMBER 8 – 12, 2014****EVALUATION SUMMARY**

The NPDES Permit Writers' Course held in Pierre, South Dakota had 31 participants in the course. The affiliations represented at the training course included:

- Arizona Department of Environmental Quality
- City of Twin Falls, Idaho
- Montana Department of Environmental Quality
- North Dakota Department of Health
- South Dakota Department of Environment and Natural Resources
- U.S. Environmental Protection Agency – Region 4
- U.S. Environmental Protection Agency – Region 5
- Washington State Department of Ecology
- Wisconsin Department of Natural Resources

Of the 31 participants, 24 completed all or part of the evaluation form. The target audience of the NPDES Permit Writers' Course is new employees and employees with less than two years of experience. The following shows the experience levels of the participants who completed this section of the evaluation.

- No experience – 3
- Less than 1 year – 9
- 1 – 2 years – 7
- 2 – 5 years – 2
- 5 – 10 years – 1

PRESENTATION EVALUATION

MODUL E NUMBE R	MODULE SUBJECT	EXCELLENT (5) – POOR (1)					
		5	4	3	2	1	Av g.
1	Overview of CWA and NPDES Program	29%	50 %	21 %	-	-	4. 1
2	Scope and Regulatory Framework	30%	57 %	13 %	-	-	4. 2
3	NPDES Permits: Types and Coverage	25%	54 %	21 %	-	-	4. 0
4	NPDES Permit Application Process	25%	54 %	21 %	-	-	4. 0
WT	Overview of Wastewater Treatment Processes	25%	46 %	29 %	-	-	4. 0
5A	Overview of Technology-based Effluent Limitations	29%	46 %	21 %	4%	-	4. 0
5B	Secondary Treatment Standards for POTWs	30%	48 %	17 %	4%	-	4. 0
5C	Effluent Limitations Guidelines and Standards	35%	48 %	13 %	4%	-	4. 1
5D	Case-by-Case Technology-based Effluent Limits	29%	42 %	25 %	4%	-	4. 0
6A	Overview of Water Quality-based Effluent Limits	41%	54 %	5%	-	-	4. 4
6B	Identifying the Applicable Water Quality Standards	45%	45 %	10 %	-	-	4. 4
6C	Characterizing the Effluent and the Receiving Water	59%	31 %	5%	5%	-	4. 5
6D	Determining the Need for Chemical-specific WQBELs	52%	44 %	-	4%	-	4. 4
6E	Developing Chemical-specific WQBELs	44%	43 %	9%	4%	-	4. 3
7	Final Effluent Limitations	39%	4%	17 %	4%	-	4. 1
8	Monitoring and Reporting Requirements	22%	61 %	13 %	4%	-	4. 0
9A	Special Conditions	33%	42 %	17 %	8%	-	4. 0
9B	Special Conditions for Municipal Dischargers	40%	39 %	17 %	4%	-	4. 1
10	Standard Conditions	32%	45 %	18 %	5%	-	4. 0

11	The Administrative Process	27%	55%	13%	5%	-	4.0
Exercise	Permit Writing Practical Exercise	53%	35%	12%	0%	-	4.4

NARRATIVE COMMENTS

1. Did the course meet

Yes – 20 No – 2

- Covered topics I wasn't sure about in the past.
- Good refresher of CWA.
- I am more focused on stormwater and discharge permits.
- Expected to learn the basics of permit writing. Could use more interaction and less slide reading.
- As a new employee I cannot imagine how inefficient it must be to learn all of this on the job. I feel like I am at a huge advantage because of this week.
- It was better than expected due to the welcoming from SD, the energy and personality of presenters, and the involvement of individuals.
- Didn't cover anything on CAFOs.
- Made permitting process clear.
- It exceeded my expectations. It was well organized. The breaks and exercises were adequately spaced. The material was repetitively discussed in the quizzes to provide reinforcement. The group structure is a great incentive.
- Good overview and logical step-by-step process of permitting. Every step and aspect of why we permit and how was well explored.
- Covered some questions I have had very well. Good basic info was well organized and well presented.
- Excellent presenters. You made a dry, technical course as interesting as it could be!
- This course provides a lot of information! It was helpful.
- I completed the web-based training prior to attending the workshop and this workshop helped to reinforce and add to the web-based training, as advertised.
- Gave me the confidence and the materials I need to write permits. I left the class feeling like I learned the material and can apply it. I don't have this reaction to most EPA-sponsored training classes.
- I really enjoyed the workshop. I felt like it laid a very solid foundation for writing individual permits.
- Example exercises immediately after the applicable modules were very useful.
- Workshop materials very useful.
- All aspects related to permit writer were covered.
- The first day would only be helpful for brand new people. Perhaps do that as a "pre-requisite."
- It was a little too basic.
- Yes—good mix of history, background, exploration, and application of the NPDES program/process.

2. Based on your level of experience, was the material presented at this workshop:

Too Basic – 2

Appropriate – 22

Too Advanced - 0

- Between too basic and appropriate. Calculations/exercises were good tools. Some of the PowerPoint material was too basic, but that is based on my experience [1 yr, 1 mo].
 - Relatively new. Great pace and content.
 - Good introduction to material of permit writing.
 - Overall, the materials were presented well.
 - Based on my experience with permit writing already [3 years], there could [have] been a little more. Maybe some specific case examples.
 - With no experience (but an environmental engineering master's degree), I understand essentially everything and learned a great deal. (It really ties together everything I've learned in a very practical way – treatment, fate/transport, mixing, env. law, etc.)
 - Some was too basic but only due to experience on the job.
 - Course explained permitting challenges and process to develop/issue permits. Calculation examples were helpful in understanding material.
 - After 2 months was able to follow and not feel overwhelmed, and could ask/understand more advanced questions.
 - WQBEL —> end too fast for me. Other parts great. Day 5 was too much for me to follow... I recognize there was a lot of ground to cover... I will have to cover day 4 and 5 on my own.
 - Great all-inclusive beginner course.
 - The workshop helped to reinforce the knowledge of NPDES permits I already had, but also provided additional information and provided clarification on several topics.
 - Some of the material was too basic (i.e., monitoring and reporting), but otherwise, it was appropriate.
 - I thought at first it was too basic, but once we got into effluent limitations, it was exactly where I needed it to be to understand.
 - However, not enough time was given to digest material prior to completing the exercises.
 - Some team members were more advanced; therefore, the group exercises were not as productive for me.
 - The material was easy to follow, but too much material presented in a short period.
 - Workshop was designed to train a whole range of permit's writers from beginner to experienced.
 - I would have been better off doing this 6-9 months ago but was a good way to make me more solid.
 - Talk about documentation writing. We get lots of feedback over specific wording by EPA. I'd like more on that.
 - I think it was about right for 1 year of experience, 10 (relatively simple) permits issued.
- 3. What additional topics should be covered during the course? What topics should be dropped or modified?**
- Should modify slides to not contain too much information. My experience with learning regulations is best done through hands-on learning as you do.
 - List more potential special conditions/requirements in reference to required intake monitoring for 316(b).

- Unsure.
- Since I am in the CAFO program in our state, a little more on that subject would have been more helpful.
- CAFOs should be added.
- It's difficult for me to know what should be added or dropped, having never written a permit before.
- Overlapping permit areas/issues.
- None.
- Topics were great.
- I would have liked to see more stormwater topics.
- Cover how to respond to comments.
- Modify amount of time spent on TBELs and non-POTWs as from the example, it was obvious I need to review this more thoroughly.
- Spend less time on monitoring\reporting.
- I wish there had been more information on general permits because that is primarily what I work with.
- Maybe some additional incorporation or mention of enforceability and what that means in writing a real life permit.
- Provide examples of permit provisions that are enforceable instead of a vague discussion of enforceability. (side-by-side?)
- The group exercises should be modified. I would like to work through at least one example in the class.
- Add P and N discharge requirements.
- Drop or modify overview of the CWA and the administrative process.
- Add biosolids.
- Drop 1st part and exemptions that few people, if any, will ever see or touch.
- Because modeling is so subjective, further coverage on that (for limit development) would have been good.
- Thank you for the extensive WQBEL material! I have been trying to understand that since a year ago. Keep the intense WQBEL day. It was so useful!

4. What changes could be made to course materials (e.g., workbook, manual, exercises) to make them more useful?

- More exercises. Some presentations could be shortened.
- The manual and workbook [are] put together well.
- Everything was well organized. Omit recommend changing anything.
- The exercises, in particular, are good learning points. Maybe include more interaction with those.
- They seem very complete and helpful.
- Maybe more of an overview of all the federal documents and their uses would be useful. (The numbers – i.e., §124.19, etc. – get a bit overwhelming.)
- None.
- Don't read word for word from the PowerPoint. I can do that myself, at home.
- More pictures/examples on PowerPoint modules.
- Good.

- The materials were very helpful – especially the CD with all the extras.
- It would have been nice to have more examples in the folders (already worked through so we have a reference).
- I'm not sure. The materials covered everything really well.
- Provide handouts with the question/answer of the review questions done in the mornings and after some of the modules.
- Course instructors were extremely knowledgeable and they kept the class interesting.
- I liked the review questions each day.
- Minimize lectures right after lunch and maybe do an exercise to prevent sleepiness.
- I think instead of teaching a wastewater treatment section, a couple hour field trip to a nearby POTW would be very useful. Or a field trip to a nearby industrial facility would be helpful when it comes to discussing different waste streams and internal monitoring.
- Identify which tables are used for WQBEL calculations. Show us where to find them, for example.
- Group exercise was not as useful. More time needed to digest material.
- I would provide more time to do the comprehensive exercises.
- Workbook is an excellent resource!
- Anti-deg in more detail.
- Language "writing style" training.
- I like that all the references are included.
- I like the materials- thanks!
- Maybe a paper copy of the TSD and Permit Writers Manual? (Keep Fed Ex in business, right?) It's good to know we can still request one from Dave.

5. What could the course instructors do to make the course more useful/interesting?

- More exercises.
- Not much.
- Nothing in my mind. One of the easier trainings to sit through.
- A short visit to an industrial discharger or a Q and A with a permittee would be interesting.
- More review questions. Perhaps after each break but that could be overkill.
- Could have been shorter by 2 days at least.
- More pictures on PowerPoint presentation.
- For the quizzes, go in order of the names on the board. It appeared some groups were asked questions more frequently than others or allowed to catch up to other groups.
- Not have it in Pierre, SD.
- No changes – it was great!
- Serve beer in the afternoons.
- At times it felt like the instructors were reading directly from slides. To make it more interesting try to provide additional information not directly written on slides.
- Not sure there is a lot to do to make PowerPoints and regulating interesting.
- Rethink the group exercises for students with no experience.
- Have one/two hours on lessons learned.

- Kate talks too fast and simply reads slides. We can read slides. All presenters- don't read slides.
- I like how it was broken up with lectures, questions, breaks, exercises. The jokes were pretty funny, too. Also, getting to experience all 3 instructors' teaching/lecturing styles.

6. Please provide any additional comments or questions.

- An index of terms referenced on slides/course workbook would be great.
- Again, less slide by slide reading and more interaction and case by case examples.
- Coffee is great! Donuts were good. Very pleased to see half-and-half in addition to non-dairy creamer. Snacks were plentiful and generous.
- Review questions first thing in the morning are great idea.
- Kate seems to know her info but reads off the slides more often than other instructors. Possibly a function of lack of presentation experience. She is also a tiny bit fast.
- Thanks!
- Thank you!
- 1st day: Kate was very knowledgeable, but was providing info too fast to keep up with. 3rd day was better, more relaxed? Breathe, slow down and pause at end of sentences. (Offered as constructive comments to maximize Kate's presentation.) Thanks.
- The instructors were all very helpful, knowledgeable, and friendly. So glad I took the course!
- I learned a lot, thank you! Great training.
- Class and materials organized very well.
- I would slow down a little bit during all of Modules 5 and 6.
- I would supplement the background information with more exercises.
- Have a 2.0 that goes deeper.
- This would be good for staff to go through at state level.
- I think the questions should be closed book. People reading answers is boring.

Section 7: Contractor Support Overview Flowchart

